

RMA Form

Please save the form on your computer, fill it in and send it by e-mail to RMA@geiger.de.

After checking the data, our RMA team will get in touch with you.

Please wait for further information before returning the goods.

Company name	
Customer No.	
Your order No.	
Contact person	
Phone	
Fax	
E-Mail	

Project	
Original packaging?	<input type="checkbox"/> yes <input type="checkbox"/> no
Goods picked up by GEIGER?	<input type="checkbox"/> yes <input type="checkbox"/> no
Pick up address	
Pick up times	
Contact person	
Phone	
Qty of packages, dimensions and weight	

Return 1

Qty	Unit designation/ Part No.	Series No.	Defect No. (see explanation)	GEIGER order No.	Delivery date
Detailed error description (please always fill in), if necessary, further serial numbers					
Has the GEIGER service hotline already been contacted about this complaint?					<input type="checkbox"/> yes <input type="checkbox"/> no
If „yes“, date of contact					

Return 2

Qty	Unit designation/ Part No.	Series No.	Defect No. (see explanation)	GEIGER order No.	Delivery date
Has the GEIGER service hotline already been contacted about this complaint?					<input type="checkbox"/> yes <input type="checkbox"/> no
If „yes“, date of contact					

Explanation of error numbers

- | | | |
|--------------------------------------|-------------------------------------|--|
| 1 Incorrect content/execution | 4 Runs in one direction only | 6 Loses end positions |
| 2 Missing parts | 5 Noise emissions | 7 Other: exact error description |
| 3 Transport damage | | |

Return 3

Qty	Unit designation/ Part No.	Series No.	Defect No. (see explanation)	GEIGER order No.	Delivery date
Detailed error description (please always fill in), if necessary, further serial numbers					
Has the GEIGER service hotline already been contacted about this complaint?					<input type="checkbox"/> yes <input type="checkbox"/> no
If „yes“, date of contact					

Return 4

Qty	Unit designation/ Part No.	Series No.	Defect No. (see explanation)	GEIGER order No.	Delivery date
Detailed error description (please always fill in), if necessary, further serial numbers					
Has the GEIGER service hotline already been contacted about this complaint?					<input type="checkbox"/> yes <input type="checkbox"/> no
If „yes“, date of contact					

Return 5

Qty	Unit designation/ Part No.	Series No.	Defect No. (see explanation)	GEIGER order No.	Delivery date
Detailed error description (please always fill in), if necessary, further serial numbers					
Has the GEIGER service hotline already been contacted about this complaint?					<input type="checkbox"/> yes <input type="checkbox"/> no
If „yes“, date of contact					

Return 6

Qty	Unit designation/ Part No.	Series No.	Defect No. (see explanation)	GEIGER order No.	Delivery date
Detailed error description (please always fill in), if necessary, further serial numbers					
Has the GEIGER service hotline already been contacted about this complaint?					<input type="checkbox"/> yes <input type="checkbox"/> no
If „yes“, date of contact					

Return 7

Qty	Unit designation/ Part No.	Series No.	Defect No. (see explanation)	GEIGER order No.	Delivery date
Detailed error description (please always fill in), if necessary, further serial numbers					
Has the GEIGER service hotline already been contacted about this complaint?					<input type="checkbox"/> yes <input type="checkbox"/> no
If „yes“, date of contact					

Explanation of error numbers

- | | | |
|--------------------------------------|-------------------------------------|--|
| 1 Incorrect content/execution | 4 Runs in one direction only | 6 Loses end positions |
| 2 Missing parts | 5 Noise emissions | 7 Other: exact error description |
| 3 Transport damage | | |

RMA - Return Material Authorization

Dear Madam, dear Sir,

We truly hope that you are always satisfied with our products. In the event that a return shipment should be necessary, we kindly ask you to observe the following procedure so that returns are traceable and problem-free at all times.

1. Request RMA from GEIGER

In order to assign an RMA to you, we only need a few brief details, which you can find in this RMA form.

The RMA form can also be downloaded from the Internet:

Download: www.geiger.de/nc/en/downloads/general-information.html

Please fill out this form and send it to us:

E-mail: RMA@geiger.de

If you have any questions, please contact us at the following telephone number:

Phone: +49 (0)7142 938 184

2. Return shipment of goods / Contact (RMA)

Please note: Processing without previously issued RMA is NOT possible!

- The goods must be professionally packed.
- Attach the completely and legibly completed RMA form and a copy of the delivery note or invoice to your return shipment.
- Mark the RMA number on the outside of the package (please do not write on the original product packaging).

Ship (free of charge) to following address:

For EU member states

Gerhard Geiger GmbH & Co. KG
Schleifmühle 6
D-74321 Bietigheim-Bissingen
Germany

For non EU countries

Before returning the goods please contact our RMA department regarding the correct documentation. Make sure that either our original order confirmation number and/or the relevant serial number are available.

The shipment must be addressed to:

Gerhard Geiger GmbH & Co. KG
Schleifmühle 6
D-74321 Bietigheim-Bissingen
Germany

Final airport of destination: Stuttgart

The customs invoice must contain the following address:

Gerhard Geiger GmbH & Co. KG
Schleifmühle 6
D-74321 Bietigheim-Bissingen

Your GEIGER Customer Service

Gerhard Geiger GmbH & Co. KG

Schleifmühle 6 | D-74321 Bietigheim-Bissingen

Phone +49 (0)7142 9380 | Fax +49 (0)7142 938 230 | info@geiger.de | www.geiger.de

Sitz Bietigheim-Bissingen | Amtsgericht Stuttgart HRA 300591 | USt-IdNr. DE145002146

Komplementär: Geiger Verwaltungs-GmbH | Sitz Bietigheim-Bissingen | Amtsgericht Stuttgart HRB 300481

Geschäftsführer: Roland Kraus | WEEE-Reg.-Nr. DE47902323