

Guideline for Sending Returns from EU Countries

When sending returns from within the European Union, please observe the following:

- All of our standard products come with a full 2-year guarantee.
- If you return a product in agreement with or on behalf of your dealer, always mention your dealer's name and address on the delivery note.

1 Preparing Your Return

- Use our RMA form to describe your product and reason for return. The RMA form is available for download on our website.
- Send the completed RMA form via e-mail to service@marzhauser.com. Attach pictures, if applicable (especially for damage caused in transit).

You will receive an RMA number by return e-mail.

2 Packing Your Return

- Use a plastic bag to protect the product from humidity and particles.
- Use the original packaging with the matching filling material to send your repair order. If this is not possible, you may use other appropriate packaging material. Ensure that the outer box is sufficient in size and adequately stable.
- Fill the package with a sufficient amount of filling material to protect the product against impacts.
- Make sure that the product rests firmly within the packaging.
- Mark the RMA number clearly on the outer box to identify your return.

3 Sending Your Return

- Add a delivery note to the dispatch documents, stating the following information:
 - RMA number
 - current value of the consignment¹
 - article number
 - serial number
 - name and address of your dealer²

Alternatively, enclose a copy of the original invoice.

- Also add a printed copy of the RMA form to the dispatch documents.
- Insure your consignment according to its current value.
- Send your return to the following address:

Märzhäuser Wetzlar GmbH & Co. KG
Customer Service Center
In der Murch 15
35579 Wetzlar
GERMANY

Our Customer Service staff will be pleased to assist you in case of any further questions.

You can reach our Customer Service Center Monday through Friday from 8:00 am to 4:00 pm CET.

Tel.: **+49 6441 9116-36**
Fax: **+49 6441 9116-40**
E-mail: service@marzhauser.com

¹ product max. 2 years old: original purchasing price
product older than 2 years: reduced/appropriate price

² only needed, if you return a product in agreement with or on behalf of your dealer