



MÄRZHÄUSER WETZLAR

Micro Positioning Systems

Märzhäuser Wetzlar GmbH & Co. KG
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Guideline for sending repair orders from non-EU countries

Dear Sir or Madam,

When sending repair orders from non-EU countries, please observe following advice:

- As a principle, all our standard products come with a 2-year guarantee.
- When redelivering from non-EU countries, it is absolutely essential to present the original invoice to the customs office. Therefore, always note invoice numbers and serial numbers on all documents!
- Only send us products that you have purchased directly from Märzhäuser Wetzlar.
If you have purchased the product from a dealer, please return it to him for redelivery to Märzhäuser.

- Please post the repair order to following address:

Märzhäuser Wetzlar GmbH & Co. KG
Customer Service Center
In der Murch 15
D-35579 Wetzlar / Germany

At first, the RMA number is not needed.

- Always enclose a packing slip to the delivery as well as a note, explaining the reason for the return (e.g., guarantee case, repair, exchange, check, substitute).
- Always add a pro forma invoice with following specifications to the dispatch documents:
 - actual value of the delivery, provided it is a new product up to 2 years old
 - a lower value for products 3 years and older,
 - Serial number
 - Note "Return of Merchandise of German Origin"
- If possible, please also enclose a copy of the original invoice.
If not, then note the invoice number or purchasing date, which will also be sufficient for reference purposes.
- Please use the Märzhäuser original packaging with matching filling material for redelivery. If this is not possible, use other appropriate packaging material. In this case, however, make sure that the outer packaging material is sufficiently and adequately stable. Use a plastic bag to protect the product from humidity and dirt. Fill the packaging box with a sufficient amount of filling material to protect the product against impacts. Make sure that the product rests firmly within the packaging.
- Don't forget to insure the return delivery according to its value.

It will be our pleasure to help you in case of any further questions!

Yours sincerely,

Customer Service Center
Märzhäuser Wetzlar GmbH & Co. KG