



MÄRZHÄUSER WETZLAR

Micro Positioning Systems

Märzhäuser Wetzlar GmbH & Co. KG
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Guideline for sending repair orders from countries within the EU

Dear Sir or Madam,

When sending repair orders from countries within the EU, please observe following advice:

- As a principle, all our standard products come with a 2-year guarantee.
- Always list invoice numbers and serial numbers on all documents!
- If you have purchased the product from a dealer, please also note the dealer's name and contact details as well as all matching serial numbers of the complete system.
- Please post the repair order to following address:

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

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).
- 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