

Guideline for Sending Returns from Non-EU Countries

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

- All of our standard products come with a full 2-year guarantee.
- Send only products that you purchased directly from Märzhäuser Wetzlar.
For the first 3 years after the purchase, if you purchased the product from a dealer, please return it to that dealer for proper return shipment to Märzhäuser Wetzlar.
- Please consider that Märzhäuser Wetzlar cannot provide any W-8 or W-9 tax form, often required for PO placement by universities in the USA.

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 pro forma invoice to the dispatch documents, stating the following information:
 - RMA number
 - current value of the consignment¹
 - article number
 - serial number
 - original invoice number or date of purchase²
 - remark "Return of Merchandise of German Origin"
- Also add to the dispatch documents:
 - printed copy of the RMA form
 - printed copy of the original invoice (if available)
- 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 at least one information is required