



Hermann Schnierle GmbH

- Customer service -
Dieselstr. 43
86368 Gersthofen

E-mail: kundenservice@schnierle.de

Date:
Compl.-No.:
Delivery note:
Order No.:
Clerk:
Customer-No.:

Note: The RMA number must be obtained from the customer service of Hermann Schnierle GmbH **before** returning the goods!

Please observe our general instructions (page 2) for this form!

RMA-Form (Return Material Authorization)

Sender:

Company/Name: _____
 Street: _____
 Zip-Code: _____ City: _____
 Telephone: _____ E-mail: _____

Article information:

Article number:	Designation:	Amount:
_____	_____	_____
_____	_____	_____
_____	_____	_____

Rücklieferungsgrund:

Please tick

Complaint
(Quality assurance)

Provision
(Sales)

Repatriation
(Customer Service)

RMA-No.: _____
 Date of return delivery: _____

Note in the case of complaints: We request that the claimed parts be returned within 14 days – for the attention of customer service – for further investigation, stating the complaint number and reason for return.

In case of replacement/credit note: We hereby confirm that the goods have not been used.

Declaration of no objection in case of repair: We hereby confirm that the returned product is not contaminated with substances hazardous to health or the environment.

Description fault/reason for return delivery:

Incoming goods-Acceptance (warehouse) company Schnierle conditionally:

Amount: O.K. n.O.K. **Packaging:** O.K. n.O.K.

Date: _____ **Signature:** _____



Notes on RMA processing (Return Material Authorization)

Dear customer,

Hermann Schnierle GmbH always strives to supply you only with fault-free goods. Nevertheless, returns can never be completely avoided. In order to be able to handle the return and RMA processing quickly and efficiently, we ask you to **follow the procedure** below:

For Complaints:

- Shipping will only be accepted after prior consultation via our customer service department
- For unjustified complaints we charge a test and processing fee of €100,-
- Transport damage must be reported immediately and without delay to the responsible transport company.
- Request an RMA number by telephone or in writing from Schnierle customer service (kundenservice@schnierle.de). This is to be entered in the download form (available on the Schnierle homepage). Please always specify the delivery note number, order number and the article number.
- Return of the defective goods in sufficient packaging.

Required information for the return delivery:

1. RMA number, filled out RMA form
2. Detailed description of the fault (on the RMA form or enclosed).
3. The correct and complete delivery note or invoice number as well as the correct article description

The warranty expires if:

- The goods were improperly packed and shipped.
- The specifications were not observed during commissioning or operation, damage has been caused by external intervention, there is mechanical damage to the goods, or the instructions in the technical documentation have not been followed.

For provision:

- The provisioned goods must be delivered to us in perfect condition.
- Your goods can only be allocated on the basis of our invoice number.

For repatriation/exchange:

- The returned goods have to be in perfect condition and in their original packaging. If the goods are defective or incomplete, we reserve the right to charge for the damage or to refuse the return and send the goods back to you carriage paid.
- After a positive incoming goods inspection, you will receive a credit note to your original invoice. You will receive the replacement delivery against a new invoice.

General notes:

- Please be sure to enclose a printout of the RMA form with the goods.
- RMA form serves as shipping document.