

RETURN FORM

⚠ RETURN REPROCESSED PRODUCTS ONLY!



Albert Heiss GmbH & Co. KG
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D-78532 Tuttlingen
Germany

Please attach this form to the outside of the package of the returns

Dear valued customer,

For the return of products, please consider to fill in this form completely and send it together with the returns.

Are the instruments originally packed?

Yes

No

Have the instruments been used?

Yes

No

In case the instruments are not originally packed or have been used, please make sure that the products have been reprocessed. Return the products including following filled in **decontamination proof**. Products which haven't been reprocessed will be returned unopened to your costs.

Cleaned and disinfected acc. to DIN EN ISO 15883

Optional: sterilized acc. DIN EN ISO 17665

Date, signature for proof of decontamination

We hereby confirm the proper cleaning, disinfection and optional sterilization according to national standards and guidelines.

Company:

Town: Date:

Customer ID no:

Company:

Department:

Street:

ZIP/Town:

Contact person:

Phone:

E-mail:

Signature: _____

Stamp: _____

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Product return for Credit / exchange:

Item no.	Item description	LOT / Serial no.	Quantity	Invoice no.	Delivery no.

Reason for return:

- The goods have been wrongly ordered from customer (please explain).
- The goods have been wrongly marked (please explain).
- The goods do not correspond to specifications in the Albert Heiss product catalogues.
- The goods are defective.
- Other reasons (please explain).

Product return for repair:

Alternatively, you are welcome to send your own repair report.

Item no.	Item description	LOT / Serial no.	Quantity

- Instruments need to be repaired; please offer estimated costs.
- If instruments are not repairable, please offer an exchange.