

Subject: Return Materials Authorisation request
 To: info@hukseflux.com

RMA request form
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Materials, i.e. products or parts of products, may only be sent to Hukseflux after obtaining a Return Materials Authorisation and the accompanying RMA number. To obtain such authorisation, confirmed by issue of the RMA number, please complete the form below and e-mail it to info@hukseflux.com

REQUEST FOR RETURN MATERIALS AUTHORISATION (RMA NUMBER)	
Date (DD-MM-YY)	
Customer company name	
Country	
Customer contact person	
Telephone number	
E-mail address	
Hukseflux invoice or order confirmation number	
Type of request <i>Restocking is possible only for as-good-as-new products (to be judged by Hukseflux) and subject to a restocking fee. Complaints and repairs not under warranty may be subject to a diagnostics fee, also if no repair follows.</i>	<input type="checkbox"/> Recalibration <input type="checkbox"/> Complaint <input type="checkbox"/> Rental return <input type="checkbox"/> Repair <input type="checkbox"/> Restocking
Expected shipping date from customer (DD-MM-YY)	
Product model(s)	
Name of supplying company (if other than Hukseflux)	
In case of product alterations, please contact us upfront via info@hukseflux.com, preferably with pictures.	<i>Hukseflux is not responsible for keeping alterations intact.</i>
Quantity	
Serial number(s)	
For digital sensors please mention Modbus address: BAUD rate: Parity:	
In case of repair or complaint, please describe in some detail your observations on the cause of the RMA request. <i>(add picture in case of damage and in othercases if useful)</i>	
In case of repair or complaint, please indicate if you carried out the recommended trouble shooting as described in the product manual.	<input type="checkbox"/> Yes
In case of calibration, please specify any special calibration reference conditions.	
In case of (re)calibration of other-than- Hukseflux brand sensors, check our list of permissible sensors (testing-services calibration capabilities document) or obtain a go-ahead from Hukseflux.	<input type="checkbox"/> Yes, my sensor is in list of permissible sensors. (Fill in product name and serial number above) <input type="checkbox"/> I obtained a go-ahead from Hukseflux.
In case of (re)calibration of other-than-Hukseflux brand sensors, if available, send us a copy of the previous calibration certificate and, if this is available, also of the original factory certificate.	<input type="checkbox"/> Yes, I attached the latest calibration certificate. <input type="checkbox"/> Yes, I attached the original factory calibration certificate. <input type="checkbox"/> No, I attached no certificate, and am aware that Hukseflux will then compare to previous calibration results as on instrument label or in instrument memory.

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The materials have been cleaned.	<input type="checkbox"/> Yes <input type="checkbox"/> No, a cleaning fee may be charged
All fluids have been removed and the materials have not been in contact with dangerous goods and pose no health and safety risks.	<input type="checkbox"/> Yes

SHIPPING INSTRUCTIONS

1. You will receive an RMA number within 3 working days.
 You will also receive a Proforma Invoice. This Proforma Invoice is a preliminary quotation only, which may be adapted after receipt of goods and diagnostics.
 Do not ship without the RMA number, and only after acceptance of the quotation.
 Mention the RMA number on the shipment documents and in the subject line of all relating correspondence.
2. When the product is combined with a separate cable, and/or Hukseflux control-and-read-out-unit LI19, CRU02, or MCU, please ship these products too.
3. Ship only dry and clean instruments.
4. No liquids or hazardous materials should be present in the product or the shipment.
5. Remove parts that were not included with the original product as much as possible.
6. Make sure the product is properly packed and marked with the RMA number.
 (Hukseflux does not take responsibility for any damage caused during shipment and handling before receipt of goods.)
7. Shipping address:
 Hukseflux Thermal Sensors B.V.
 Service department RMA#SMxx
 Delftechpark 31
 2628 XJ Delft
 The Netherlands
8. When initiating the return from outside the European Union, the shipment must be under Incoterms DDP. Shipment documents should contain the HS code of the instrument (can be found on the original invoice) and the descriptions "item returned to manufacturer for repair; no commercial value" and "value for customs: EUR 15,-". Please do not write down the value of the instrument purchasing cost. This value is not relevant in the transaction of servicing and may lead to higher import duties.
9. Unless otherwise negotiated, customers are responsible for shipment to Hukseflux, any cost involved and, if applicable, also for later pickup and transport from Hukseflux.
10. Complaints and repairs not under warranty may be subject to a diagnostics fee, typically EUR 80,- also if no repair follows.

We accept the above procedure and Hukseflux General Conditions of Sale and confirm that materials to be returned are cleaned and decontaminated in compliance with good practices, and are packaged appropriately. We agree that Hukseflux issues a calibration certificate with content limited as per ISO/IEC 17025-7.8.1.3. Such a certificate contains the calibration result, an uncertainty, a description of the calibration procedure and the traceability. In case an earlier certificate is supplied with the instrument, we include a reference in our calibration certificate to this earlier certificate.

Check box for confirmation

Name person signing for this request	
First name, Surname, Date	