Fill out and include this document in the return shipment! RMA / Ticket No. **No Returns without Support ticket and Return Form**. – Support Ticket available at – [www.sotax.com/contact](http://www.sotax.com/contact)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Basic Information** | | | | | |
| \* Date: |  | | | | |
| \* Company Name: |  | | | | |
| \* Address: |  | | | | |
| \* City / State / Postal code: |  | | | | |
| \* Contact person & phone no.: |  | | |  | |
| \* E-Mail |  | | | | |
| \* Unit / model type / part no.: |  | | | \* Article no.: |  |
| Order or delivery note no.: |  | \* Qty.: |  | \* Serial no.: |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **\* Reason for Return with Description** | | | | | | | |
|  | For repair (no cost estimate) |  | Warranty claim | | |  | For credit note |
|  | For repair (with cost estimate) |  | Return after service contract replacement (-A) (not defect) | | | | |
|  | Back from SOTAX service technician stock | | |  | other | | |
| \* | | | | | | | |

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| **\* Instructions for Return Shipping** | |
| Return shipping company (i.e. UPS, FedEx, etc.): |  |
| Provide account # for collect shipping: |  |
| Insurance required? Yes/No If yes, amount of insurance?: |  |
| Other: |  |

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| --- | --- | --- | --- | --- | --- |
| **\* Safe Handling of Material being returned** | | | | | |
| No | Yes | | \* Has this unit / part been used for work with substances from which a risk can emanate? | | If yes, specify substances and add all relevant MSDS sheets. |
|  |  | |  |
|  |  | | \* Has this unit / part been decontaminated or disinfected? | | Material contaminated with microbial, explosive, radioactive of toxic substances are only accepted it proof of proper cleaning is presented! |
|  |  | | \* Is the material still risky even though it has been decontaminated or disinfected? | | If yes, which protective measures are necessary for the repair / maintenance? |
|  |
| Even Sotax will always take best efforts it cannot be fully guaranteed that customer specific data (such as methods or local settings) may get lost during the repair process.   * *We strongly recommend a full data backup prior returning any equipment for repair.* | | | | | |
| The undersigned assures on behalf of the legal entity (company) that the information given above is true and complete and that a proper decontamination of the unit / model / parts has been carried out by expert personnel. It is known to the client that he can be made liable to the contractor for damages in the event of breaches, here in particular in the event of health impairments to the personnel of SOTAX. | | | | | |
| \* Date: | |  | | \* Signature: |  |

\* Required Fields

**Address Information**

|  |  |
| --- | --- |
| **Europe, Middle East & Africa** | |
| Switzerland  & all not specific mentioned countries | SOTAX AG  Nordring 1  CH-4147 Aesch |
| Germany | WeDeclare GmbH z.v. SOTAX  Gewerbestrasse 17  DE-79618 Rheinfelden-Herten |
| France | Transport Woehl  C/O Sotax Sarl  11 rue de Bayonne  67100 Strasbourg |
| Italy | O.T.E. Spedizioni Internazionali S.r.l.  Via Pasubio 3  IT-20026 Novate Milanese (Milano)  Phone +39 02 662471  [**www.otegroup.it**](http://www.otegroup.it) |
| United Kingdom | SOTAX Limited  Rutherford House, Tomlinson Business Park Woodyard Lane | Derby DE65 5BU | United Kingdom  Phone +44 1332 981304 |

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| **North- & South America** | |
| USA  & the not specific mentioned country | SOTAX Corporation  2400 Computer Drive  Westborough, MA 01581 |
| Canada | SOTAX (Canada) Ltd.  1-335 Deerhurst Drive  Brampton, ON L6T 5K3 |

|  |  |
| --- | --- |
| **Asia-Pacific** | |
| India | SOTAX India (Pvt) Limited  Anupam Annapolis  Office no:2,3 & 4, 3rd Floor  CTS no:48, Aarey road  Goregoan East  Mumbai 400063  India |

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| **For all other countries visit our SOTAX Homepage:** [**www.sotax.com**](http://www.sotax.com) |