

## **Return shipment**

Dear customer,

You like to send back a product to the company “J+J Deutschland GmbH”?

All actuators and fittings were used in to us unknown environments and are often contaminated. All returned products could be contaminated from the inside or outside with toxic, caustic or noxious substances. To avoid hazards to our employees and the environment, it requires a strict procedure. First you have to fill out the application for the return number. Specify the product and the reason for the return. Complete the decontamination declaration. With this declaration you confirm that the goods were cleaned and specify with what kind of substance the product came in touch with.

### **We accept only cleaned (decontaminated) devices!**

Send the filled in documents to: [service@juj-deutschland.de](mailto:service@juj-deutschland.de) or by

Fax: 00495181 85590-29 to our service workshop. You get as soon as possible the order number for your return shipment.

The application for the return number and optionally the decontamination declaration had to be fixed on the outside of the package. In addition write the return number visibly on your package.

### **We won't accept undeclared packages from the carrier!**

#### **Quick overview fort the procedure of return:**

- Fill out the request for return
- Clean products
- Fill in the decontamination declaration
- Send the request to our service department
- Get a return number from our service department
- Print the documents and attach it along with the return number at the outside of your package
- Ship the package
- Get the confirmation of receipt

#### **Specificities:**

##### **Return of samples**

Returns of samples must be carried free of costs. Please include the original delivery note number.

##### **Return for credit**

Returns for credit, for other reasons can only be accepted by prior arrangement. The shipment must be free of costs. Costs for test, cleaning and handling are in the responsibility of the return customerl.

##### **Return for repair**

Goods sent in for reviewing adjustment or repair, please always bear the exact error description and special requests (e. g. quotation). Repairs up to 50,00€ will be done immediately without further consults, only unless otherwise stated.

J+J Deutschland GmbH  
 Abteilung Service  
 Brunnenweg 7  
 D-31061 Alfeld

**sender**

Company: .....  
 Road: .....  
 zip code/place: .....  
 Contactperson: .....  
 Tel: .....

**Application for return number:**

**Reason for return**

- Cost estimate for repair
- Clarification of a guarantee
- Sample return
- Credit (by appointment only)

**Details of the item \***

Article description: .....  
 Article number: .....  
 Serial number: .....  
 Pieces: ..... delivery Note: .....

**Information about the application**

Medium: .....  
 Pressure/Torque: .....  
 Switching rate: .....  
 Temperature Medium: .....  
 Temperature surrounding: .....  
 Error description: .....  
 .....  
 .....

**\* Valves and appliances will only be accepted with the declaration of decontamination and cleaned.**

