

# Instructions for returning demo equipment

Please follow the important instructions listed here or contact directly to our service team.

**Procedure:**

1. Please inform QINSTRUMENTS at the end of the free device demonstration.
2. Upon assessment of your task description, QINSTRUMENTS will start the RMA authorization process for return of goods.

## 1. RMA authorization

Before returning any instruments back to us, please ask for an RMA form and RMA number (Return Material Authorisation). It is important for tracking the shipment and the procedure. Attach the RMA form with the RMA number we issued to your return consignment.



In all cases, you need the filled-out RMA form. Invalid submissions cannot be processed. Returns without an RMA number are not accepted by QINSTRUMENTS and are returned to the dispatcher at his costs.

## 2. Decontamination certificate for return of goods

To return goods to QINSTRUMENTS, the goods must be decontaminated from the final users if they come into contact with infectious material. Attach the "Decontamination Certificate" to your return consignment.



In all cases, you need the filled-out Decontamination Certificate form. Invalid submissions cannot be processed. Returns without a Decontamination Certificate are not accepted by QINSTRUMENTS and are returned to the dispatcher at his costs.

## 3. Details for Shipment

If it is necessary to return your demo equipment or any related components to our production facilities, we will send you an RMA authorisation document to include with the consignment.

Please only use the original packaging or equivalent packaging material for transport. The warranty does not cover damage caused by inappropriate packaging. We reserve the right to re-pack the goods for safe return if deemed necessary.

Should even thorough testing and examination of your product or component not reveal any fault or malfunction, we reserve the right to charge you with the incurred inspection costs.

Claims resulting from damage of goods during transport which we do not explicitly insure, must be asserted to the freight company. Goods sent to freight collection will not be accepted.



Please return the devices in a package together with the "RMA authorization document" (S3) and "Decontamination Certificate" (S4) directly to:

**QINSTRUMENTS GmbH**  
**RMA Service - RMAxxxx**  
**Loebstedter Str. 101**  
**07749 Jena**  
**GERMANY**



Please sign the customs declaration as follows:

<b>REASON OF EXPORTATION:</b>	RETURN OF GOODS AT THE END OF THE DEMONSTRATION
<b>DESCRIPTION OF PRODUCTS:</b>	<b>PRODUCT NAME:</b> ..... (Please enter the product name)
	<b>SERIAL No.:</b> ..... Please enter the serial no. of the product)
<b>TOTAL VALUE:</b>	100.- EURO / US\$ (Please enter 100.00 as the original invoice amount)

## Support Contact

In case of technical problems, we are always happy to assist. Kindly complete our online support enquiry form or contact us via **phone: +49 3641 5543-0** or email **support@Qinstruments.com**

You can reach us from Monday to Friday during the usual business hours from 9:00 am to 05:00 pm CET/CEST.