

## Are you looking for repair services for lab instruments? Would you return your lab instrument?

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

### Procedure:

1. Please fill in the online support enquiry form with a detailed problem description.
2. Upon assessment of your problem description, we will advise whether the system needs to be returned to the factory for further evaluation and repair.
3. **If the system must be returned:** Once received, we run all necessary tests to evaluate the required repair and/or replacement work. If a warranty or a maintenance contract does not cover the system, we will provide a cost estimate together with the approximate time frame for the repair work to be completed.
4. Based on our cost estimate, any repair work will only be carried out upon receipt of your written repair instruction.

### RMA authorization

RMA process is for warranty replacement/repair of defective products only. Before returning any instruments to us, please ask for an 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 outside your parcel.



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

### 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 the outside of your parcel.



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

### Details for Shipment

If it is necessary to return your system or any related component 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. Damage caused by inappropriate packaging is not covered by the warranty. 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 have to be asserted to the freight company. Goods sent to freight collection will not be accepted.



Please return the devices in a package and add the "RMA authorization document" (S3) and "Decontamination Certificate" (S4) on the outside of the parcel (please replace RMAxxxx with your RMA-number) and ship it directly to:

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



Please sign the customs declaration as follows:

**REASON OF EXPORTATION:** TEMPORARY EXPORT: For REPLACEMENT/REPAIR of the defective product.  
**DESCRIPTION OF PRODUCT:** The product is being returned to the manufacturer for repair and will be shipped back.  
**PRODUCT NAME:** ..... (Please enter the product name)  
**SERIAL No.:** ..... (Please enter the serial no. of the product)  
**TOTAL VALUE:** 100.- EURO / US\$ (Please enter 100.00 or 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.