

# Instructions for returning of 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 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 issued by us to your return consignment.



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

## 2. Decontamination certificate for return of goods

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



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

## 3. Details for Shipment

Should it be necessary to return your demo equipment or any related components to our production facilities, we will send you a RMA authorisation document to be included 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. If deemed necessary, we reserve the right to re-pack the goods for safe return.

Should even very 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 is not explicitly insured by us have to be asserted to the freight company. Goods sent freight collect will not be accepted.



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

**Quantifoil Instruments GmbH**  
**RMA Service**  
**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 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 product)
<b>TOTAL VALUE:</b>	100.- EURO / US\$ (Please enter 100.00 the original invoice amount)

## Support Contact

In case of technical problems, we are always happy to be of assistance. Kindly complete our online support enquiry form or contact us via **phone +49 3641 87612-0** or **fax +49 3641 87612-99** or email **info@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.