

You are looking for repair services for lab instruments? You would 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 including a detailed description of the problem.
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 what kind of repair and / or replacement work is required. If the system is not covered by warranty or a maintenance contract, we will provide a cost estimate together with the approximate time frame for the repair work to be completed.
4. Please note that any repair work will only be carried out upon receipt of your written repair instruction based on our cost estimate.

RMA authorization

RMA process is for warranty replacement/repair of defective product only. 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 Q.Instruments and returned to the dispatcher at his own costs.

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.

Details for Shipment

Should it be necessary to return your system or any related component 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:

REASON OF EXPORTATION: TEMPORARY EXPORT: For REPLACEMENT / REPAIR of defective product.

DESCRIPTION OF PRODUCT: Product is being sent back 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 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 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.

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