	FORM Formblatt
	Return Form Contamination / Hygiene

Dear Customer,

when you make a return of our products, we require this form to be filled out completely. This way we can ensure that the return does not pose a risk to the personnel handling the case and to prevent cross contamination in our facility. The Additional Questions about the reason for return/processing of the return will help you and us with the process in question. This form must be included with the return in order to process your return without delay.

Also, it is possible to schedule your case in advance if you email us a copy of the form in advance.

Products of this return: (one form per article number. LOT/ batch number of the article can be several, but list individually).

Article number	Raimund Wenzler LOT/ Batch number	Quantity

Company name:

Street:

Postcode / Place:

Contact Person:

Phone Number:

E-Mail:

I hereby certify: (please select appropriate field):


- This is a return for which the following is true: The products in this return are unused, sanitary: they have NEVER been exposed to contamination with blood, tissue, body substances or other body fluids, nor have they EVER been in contact with other items that have been contaminated. They have also NEVER been provided for use in surgery.**
- This is a return for which at least one of the following conditions applies: The products in this return are used: they have been exposed to contamination with blood, tissue, body substances or other body fluids, or in contact with other items that have been contaminated. They were provided for use in a surgical procedure.**
If the field at "2." is selected, we ask you to confirm that the products have been processed before return by confirming the following decontamination proof!

Note: Products that have not been processed cannot be sent to us, as they would be dangerous goods "infectious substances" that may not be shipped. Should such shipments arrive nevertheless, a return to you would therefore also not be possible. The shipment would have to be disposed of at your expense.

Proof of decontamination

I hereby guarantee that the products have been reprocessed, cleaned and sterilized.

Name in block capitals / Date / Signature

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3. Return Reason

- Complaint of new goods due to specification deviation
- Repair request (*observe repair note)
- Complaint of used products, investigation only (cause, etc.)
- Complaint of used products, investigation (cause, etc.) with possible repair (*observe repair note)
- Rework of products (not complaint): subsequent changes of customer specifications, e.g. dimensional, surface or labeling changes.
- Other, please explain:

***Repair Note:**

- possible for products that are max. 5 years old.
- Products must be unmodified, must also not have been previously "repaired" / "maintained" / changed in external companies, otherwise a repair service cannot be provided in any case
- Feasibility check is carried out: Whether the extent of the defect / damage allows repair. Product safety is the first priority. Original specifications must still be guaranteed after repair.
- Repair that would result in a deviation from the original specification only possible if customer is responsible for approval process= "manufacturer" and gives approval for this. In this way, desired specification deviations or modifications can be carried out under the responsibility of the manufacturer.

4. Desired processing of the return shipment

- Rework instruments that are the subject of a complaint (in the case of new instruments)
 - Prepare feasibility check and cost estimate for repair
 - In case of complaint: investigation (cause, etc.)
 - Repair of used products from reclamation (*observe repair note)
- If the cause is improper handling or normal wear and tear (unjustified complaint), a cost estimate will be provided for repair.
- Rework (for specification changes) Quotation will be provided prior to execution.
 - Other, please explain:

5. Notes

Please pack the products carefully to prevent further damage and to eliminate the risk of injury to our personnel. For quick processing of your return, write the note:

„RET“ clearly visible on the return package! Please attach the return form outside the package.

In case of complaints, please enclose the relevant accompanying documents (not in direct contact with the products).

Send the product with this return form to::

Raimund Wenzler GmbH
Instrumenten-Manufaktur
Steigäcker 22
78582 Balgheim
Germany

Date, Signature