

Return form regarding contamination / hygiene

Dear customer,

If you are returning any of our products, please ensure this form is completed in full. This will enable us to ensure that the return poses no risk to the staff handling the case and to prevent cross-contamination within our premises.

The additional questions regarding the reason for the return and the processing of the return will help both you and us with the relevant process.

Please enclose this form with your return so that we can process it without delay.

It is also possible to schedule your appointment in advance if you email us a copy of the form beforehand.

Items included in this return: (One form per article number. There may be several LOT/batch numbers for the article, but these must be listed separately)

article number	WENZLER batch number	quantity

Company	
Street	
Postcode / town	
contact person	
phone	
E-Mail	

I hereby confirm: (please select the relevant option):

This is a return where the following applies: The products included in this return are unused and pose no hygiene risk: they have **NEVER** been exposed to contamination by blood, tissue, bodily substances or other bodily fluids, nor have they **EVER** come into contact with other items that were contaminated. They have also **NEVER** been prepared for use in a surgical procedure.

This is a return where at least one of the following conditions applies: The products in this return are used: they have been exposed to contamination with blood, tissue, bodily substances or other bodily fluids, or have come into contact with other items that were contaminated. They were intended for use during a surgical procedure.

If the second option is selected, we ask you to confirm that the products have been sanitised prior to return by confirming the following decontamination certificate!

Please note: Unprocessed products cannot be sent to us, as they would constitute dangerous goods – specifically, 'infectious substances' – which are prohibited from being dispatched. Should such items nevertheless arrive, we would be unable to return them to you. You would be responsible for disposing of the consignment at your own expense.

Proof of decontamination

I hereby certify that the products have been reconditioned, cleaned and sterilised.

Name in block capitals / Date / Signature

Reason for return:

- Complaint regarding new goods due to a deviation from specifications
- Repair enquiry (*Please note the repair instructions)
- Complaint regarding used products, for investigation (cause, etc.) with possible repair (*please note repair information)
- Rework on new goods (not due to customer complaints): in the event of subsequent changes to customer specifications, e.g. changes to dimensions, surface finish or labelling
- Other, please explain:

*Repair information:

- Available for products that are no more than 5 years old
- Products must be in their original condition and must not have been previously 'repaired', 'modified' or altered by third-party workshops; otherwise, repairs cannot be carried out under any circumstances.
- A feasibility assessment will be carried out to determine whether the extent of the defect or damage allows for repair. Product safety is our top priority. The original specifications must still be guaranteed after a repair.
- Repairs that would result in a deviation from the original specifications are only possible if the customer is the party responsible for approval (i.e. the 'manufacturer') and has granted authorisation for this. In this way, any desired deviations from specifications or modifications can be carried out under the manufacturer's responsibility.

How would you like the return to be processed?:

- Reworking defective instruments (for new stock)
 - Carry out a feasibility study and prepare a cost estimate for the repair
 - In the event of a complaint: Investigation (cause, etc.)
 - Repair of second-hand products returned under warranty (*Please note the repair information)
- If the cause is due to improper use or normal wear and tear (unjustified complaint), a quote will be provided for the repair.
- Additional work (in the event of changes to the specifications) – a quotation will be provided before work commences.
- Other, please explain:

Notes:

Please pack the products carefully to prevent further damage and to avoid any risk of injury to our staff. To ensure your return is processed quickly, please write 'RET' clearly on the return parcel! Please attach the returns form to the outside of the parcel.

In the event of complaints or claims, please enclose the relevant accompanying documents (ensuring they do not come into direct contact with the products).

Please return the product using this return form to:

Raimund Wenzler GmbH
Instrumenten-Manufaktur
Steigäcker 22
78582 Balgheim / Germany

Name in block capitals / Date / Signature

Historie:

Revision	Geändert am / von	Änderung
A	19.01.2021 / C. Wenzler	Neuerstellung
B	18.03.2026 / M. Otto	CN 31260002; Übernahme in neues Format; Keine inhaltlichen Änderungen

Erstellt am / von:
18.03.2026 / Michael Otto

Dokumentenname: RW_FORM_017_RET-Contamination-Hygiene-E_B

Geprüft am / von:
18.03.2026 / Christian Wenzler

Seite 1 / 1

Freigegeben am / von:
18.03.2026 / Martin Wenzler

Revision B