

# Return Note



**L014**

Version 2 (04/14)

**Consignee**

Bosch Industriekessel GmbH  
 Ersatzteillager  
 Industriestraße 1  
 91710 Gunzenhausen  
 Germany

**Consignor**

Company: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 Postcode/place: \_\_\_\_\_  
 Country: \_\_\_\_\_  
 Customer No.: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Contact person: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 eMail: \_\_\_\_\_

Delivery Note No.	Invoice No.	Order No.	Serial No.

Material No.	Quantity	Unit	Description	Condition*	Reason for return*

**Detailed fault description:**

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\* Please enter the condition and the reason for return in the corresponding column:

**Condition**

- |                        |                         |
|------------------------|-------------------------|
| 001 New part OK        | 002 Used part OK        |
| 003 Defective new part | 004 Defective used part |

**Possible reasons for return:**

- |                              |                                |                    |
|------------------------------|--------------------------------|--------------------|
| 10 Wrong delivery of an item | 20 Material / processing fault | 32 Repair          |
| 12 Wrong quantity delivered  | 21 Expiration date expired     | 33 Software update |
| 13 Double delivery           | 23 Transport damage            | 34 For inspection  |
| 14 Delay in delivery         | 24 Not required any more       | 35 Rental device   |
| 15 Incomplete item           | 30 Warranty                    | 36 Other reasons   |
| 16 Incorrect order           | 31 Sample                      |                    |

Please send us a separate order if you need replacement for returned parts.

\_\_\_\_\_  
**Date** **Signature**

**Internal notes:**

Received: \_\_\_\_\_ Person in charge: \_\_\_\_\_ Location: \_\_\_\_\_  
 ASP: \_\_\_\_\_ ZRET: \_\_\_\_\_

Subject to change

Dear Customer,

Thank you very much for your order. We want you as our customer to be completely satisfied with our products.

If you have any questions about the returns process, please contact our spare parts service as a first step, as many problems can already be solved beforehand.

If, in spite of this, it should be necessary to return a product, we request you to proceed as follows:

1. Please fill in the return note **completely** and attach a return note and a copy of the delivery note or the invoice to **each** return consignment in order to ensure fast and trouble-free processing. A return note template is also provided in the internet at [www.bosch-industrial.com](http://www.bosch-industrial.com). Furthermore please send together with the return note also attached Decontamination Declaration correct filled in back.

You can help us to process your return more quickly by attaching a detailed fault description of defective parts or incorrect or incomplete deliveries sent to us for service under guarantee or repair. In case of transport damage we require a written confirmation of the carrier.

Otherwise we cannot process your claim and will return the parts to you after 2 weeks carriage freight collect.

2. Please send the goods to the address indicated on the return note in a sufficiently post paid and carefully packaged way. We also organize the pickup of the goods. For the details please contact the hotline indicated below.
3. For returns outside the EU it is necessary to attach an invoice to the consignment on principle. For defective or damaged parts please issue an invoice with a lower invoice value for customs purposes and explicitly declare them as "defective parts".

The prerequisite for the return of parts outside the warranty is a repair order. Please contact our spare parts service for a repair order in advance.

When materials are returned for crediting we generally deduct 20% (however at least 25 €) inspection and return costs. Wearing parts are generally non-returnable.

Kind regards,

Bosch Industriekessel GmbH  
Spare Parts Service  
Nürnberger Straße 73  
91710 Gunzenhausen  
Germany  
Phone: +49 180 5010540  
PCFax +49 9831 5692297  
eMail: [retoure@bosch-industrial.com](mailto:retoure@bosch-industrial.com)

Subject to change

## **Declaration of Decontamination**

### **(Please add to Return Note)**

Based on statutory rules and for protection of our employees and production facilities, we need the signed Decontamination Declaration before we could deal with your order. A repair / inspection of the goods and other parts could only be carried out, if the declaration is completely and correctly filled in by authorized and qualified personnel.

In case that the goods were in operation with aggressive, corrosive, flammable, toxic or harmful to water media, all media touched and/or if applicable parts concerned have to be blown out, decontaminated and purged carefully. For return all the goods suitable and safe transport packaging has to be chosen. Marking of the packaging has to mention all details about the media and/or hazardous substances, if any, the goods had been in contact with. Hereby personal injuries and material damages by medium residue and/or hazardous substances will be avoided.

The consigner assumes the liability for any personal injuries and material damages due to occurred contamination after delivery (chemicals / hazardous substances) which could be found in or on returned goods.

### **The returned goods:**

<b><u>Equipment/Sensor Type:</u></b>		<b><u>Item Number:</u></b>	
<b><u>Order Number.:</u></b>		<b><u>Boiler Serial Number:</u></b>	

(Please tick the appropriate boxes)

- was not apply in hazardous to health media (for example toxic, corrosive, chemically aggressive, radioactive etc.)
- area of operation \_\_\_\_\_ (for example dump etc.) and could be in contact with labeling obligations / harmful media
- was used for extraction of Chemicals (Please declare labeling and chemical formula)  
labeling: \_\_\_\_\_ chemical formula: \_\_\_\_\_ concentration: \_\_\_\_\_
- was completely blown out, and extraneously and internally decontaminated.
- Special safeguards for further handling are not necessary
- Following safeguards are necessary:  
\_\_\_\_\_

Information to consigner:

Company:		Phone:	
Contact:		Fax:	
Street:		Email:	
Postcode, City		branch	

We assure you that the above details are correct and complete.

\_\_\_\_\_  
City, Date

\_\_\_\_\_  
Signature and Stamp