


ECO15-007 Updated 30Okt2015	NIDoc06-192	
<i>Form</i> ISO 13485 / 7.5.3.1	Return Good Form	

To be filled-in, when returning goods to Sentron Europe BV.

The required information is very important, to enable both a proper analysis and an adequate respons. Within the warranty-period, we will perform the analysis of the return product, at NO COST. For returns in excess of the warranty-period we have to charge Euro 30 per product.

Prior authorization for repairs will be required, if cost will exceed Euro 50.

Products used for measurement in human or animal tissue or in a radio-active environment are not accepted as return good and will not be repaired.

Dealer:

Name contact person:		Date:	
Meter: Type	S/n:	Probe: Type:	S/n:
Company name End-user:			
Application. (Please be as specific as possible, e.g. type of sample, temperature, field- or laboratory use, battery or AC operated etc.)			
Nature of sample:		Measurement frequency:	
Maintenance and storage method:		Calibration frequency:	
Estimated age of probe and/or meter:			
Description of the complaint. (e.g. error code, observations, gradually or sudden error, possible source of complaint etc.)			
Return shipment method: (Mail, FedEx, DHL etc.)		Estimated return date:	
Possible dealer recommendations (e.g. going through probe/meter manual, operating tips, trouble shooting) and results:			
Dealer observations and comments: (Suspected cause, preliminary analysis, etc.)			

Include a copy of this form with every returned product.

Only returned products with a filled in form will be handled.

Sentron Europe BV, Kamerlingh-Onnesstraat 5, 9351 VD Leek