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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Coperion GmbH, Niederbieger Strasse 9, 88250 Weingarten, Germany | | | | | | | | | | | | | | | Coperion GmbH  Niederbieger Strasse 9  88250 Weingarten, Germany  Factory and delivery address:  Eisenbahnstrasse 15  88255 Baienfurt-Niederbiegen, Germany  Phone +49 751 408 0  CWG-Ersatzteile@coperion.com  www.coperion.com | | | | | |
|  | | | | | | | | | | | | | | |
| **Return Material Authorization**  **Originator/billing address: (Please fill in completely)** | | | | | | | | | | | | | | |
| **Customer ID:** | |  | | | | | | | | | | | | | | |  |  | | | |
| **Company:** | |  | | | | | | | | | | | | | | |  |
| **Contac persont:** | | |  | | | | | | | | | | | | | |  |  | | | |
| **Department:** | |  | | | | | | | | | | | | | | |  |  | | | |
| **Street:** | |  | | | | | | | | | | | | | | |  |
| **Zip code:** | |  | | | **Place:** | |  | | | | | | | | | |  |  | | | | |
| **Telephone:** | |  | | | | | | | | **Fax:** | |  | | | | |  |  | | | |
| **E-mail-Address:** | | | | | | | | |  | | @ |  | | | | |
|  | | | | | |  | | | | | | | | | | |
| **Customer Order No.:** | | | |  | | | | | | | | | |
| **Articles belong to:** | | | |  | | | | | | | | | |
| Machine / Plant: | | | |  | | | | | | | | | |
| Machines / Project / Plant No.: | | | | | |  | | | | | | | | | | |
| **What should be delivered to / back?** | | | | | | | | | | | | | | | | |
| **Article description** | | | | | | | **Kind. No.** | | | | **Quantity** | | | **Return reason (1)** | | | **Whereabouts (2)** | | | **Guarantee**  **Yes / No** |
|  | | | | | | |  | | | |  | | |  | | |  | | |  |
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| **Reason for return (1)** | | | | | | | | | | | **Whereabouts (2)** | | | | | | | | | |
| A | | Defective (failed during operation) | | | | | | |  | | 1 | Return for credit, replacement not required \*\* | | | | | | | | |
| B | | Defect (transport damage) | | | | | | |  | | 2 | Return for discharge, replacement received | | | | | | | | |
| **C** | | **Needs to be checked /** | | | | | | |  | | 3 | Parts replacement required | | | | | | | | |
|  | | **Findings / ATEX test \*** | | | | | | |  | | 4 | To be returned after repair | | | | | | | | |
| D | | Quantity difference | | | | | | |  | |  |  | | | | | | | | |
| E | | Incorrect delivery | | | | | | |  | | **\*** For all inspections we need a detailed | | | | | | | | | |
| F | | Incorrect order | | | | | | |  | | description of the problem. | | | | | | | | | |
| G | | Item faulty | | | | | | |  | |  | | | | | | | | | |
| H | | Other | | | | | | |  | | **\*\*** Please note that a restocking fee will be charged. | | | | | | | | | |
| I | | Complaint | | | | | | |  | |  | | | | | | | | | |

**IMPORTANT!**

As soon as you wish to send us items, e.g. for refurbishment, repair or for any other specific reason, it is imperative for us to receive the Return Material Authorization form, completely filled by you.

We require a copy of the form, which you should send to us at [CWG-Ersatzteile@coperion.com](mailto:CWG-Ersatzteile@coperion.com) **BEFORE** shipping the item. It is also necessary that the form be attached to the article. This helps us to quickly identify the item and avoid further inquiries.

The return form can be downloaded from our homepage ([Return Material Authorization Forms – Coperion](https://www.coperion.com/en/support/downloads/return-material-authorization-forms)).

Items delivered without our form cannot be processed and/or accepted. Please note that additional costs for e.g. subsequent transport, storage or other fees will be passed on directly to the sender.

Please support us in this regard in order to ensure that everything runs smoothly in the future.

**Explanation: (selection required)**

|  |  |  |
| --- | --- | --- |
| Product: |  |  |
| Trade name | Chemical name |

The component has been carefully cleaned and is largely free of harmful adhesions.

**Note:**A 100% cleaning of the components is not possible without disassembly  
🡪 Therefore, the following point must always be filled out!

Despite careful cleaning, a residual hazard cannot be ruled out. The following characteristic hazard characteristics according to the GHS Regulation could still be present:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| GHS 01 | GHS 02 | GHS 03 | GHS 04 | GHS 05 |
| **GHS01** | **GHS02** | **GHS03** | **GHS04** | **GHS05** |
| GHS 06 | GHS 07 | GHS 08 | GHS 09 |  |
| **GHS06** | **GHS07** | **GHS08** | **GHS09** |  |

* **If one of these hazard characteristics is ticked, the corresponding current   
  EU safety data sheet in English must be sent in.**
* **Without the appropriate information, we will unfortunately not be able to carry out your order, taking into account the regulations of occupational health and safety and for the benefit of our employees.**

**\* Detailed problem description (to return reason C):**

**Your order to us (to return reason C):**

Inspection of the delivered component and preparation of a cost estimate for the recommended repair.   
Please note that we will charge the costs for the review including the preparation of the   
of the cost estimate can only be estimated in advance. Depending on the type and size of the component, these are between 380 and 750 euros.

In addition to the cost estimate for the repair of the delivered component, we would like an inspection report (picture documentation) with a description of the delivery condition for the cost estimate.   
The additional price for the documentation is 100 EUR.

**General conditions (for return reason C):**

By returning a component for inspection, you agree that you will

* cover the costs of the inspection, unless you order the repair or   
  order a new device;
* cover the storage costs of 10 EUR/week if you do not approve the repair or order a new device within the offer validity of ten weeks;
* agree to the professional disposal of your returned component if you do not respond to our cost estimate within 6 months.

Before the repair is carried out, you will receive an exact cost estimate for your approval.

**Address for return deliveries:**

Coperion GmbH

Eisenbahnstraße 15

88255 Baienfurt-Niederbiegen

Germany

Incoming goods opening hours:

Mon.-Thurs. from 7.00 a.m. to 3.00 p.m.

Fri. from 7.00 a.m. to 1.00 p.m.

Please send us this form by e-mail before return delivery to:

[CWG-Ersatzteile@coperion.com](mailto:CWG-Ersatzteile@coperion.com) and please attach a copy to the return delivery.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| By signing this document and returning the goods, you confirm and accept our General Terms and Conditions of Delivery and Performance for Repairs. (www.coperion.com/en/support/commercial-terms)  ***Please note that we cannot start the review/inspection without your signature.*** | | | | |
| Date: |  |  | |
| Name: |  |  | |
|  | | | |
| Signature: |  |  | |
|  | | | |
| Room for your company stamp | | | |
|  | | | |
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