

**Repair order no.:** \_\_\_\_\_

Article description: \_\_\_\_\_ Serial no: \_\_\_\_\_

Description of damage: \_\_\_\_\_

Customer / address: \_\_\_\_\_ Contact person: \_\_\_\_\_

**Please tick as appropriate:**

- |   |   |
|---|---|
| <input type="checkbox"/> Repair             | <input type="checkbox"/> Preparation of a cost estimate |
| <input type="checkbox"/> Chargeable repair  | <input type="checkbox"/> Warranty repair                |
| <input type="checkbox"/> Incorrect delivery | <input type="checkbox"/> DoA (transport damage)         |

**Harmlessness:**

We want to protect our personnel and the environment from hazards caused by contaminated apparatuses or apparatus parts. We therefore ask for your understanding that repairs can only be carried out if this declaration has been completed and signed.

With my signature, I declare:

- that the apparatuses or apparatus parts sent in do not pose any risk of chemical, biological or radioactive contamination.
- that the apparatuses or apparatus parts sent in have been carefully cleaned and decontaminated before despatch. If necessary, any dry or liquid residues can be safely removed with water. Subsequent hot air drying is harmless. Rinsing water and residues can be disposed via the sewage system.
- that during glass repairs, heating the rinsed and dried part(s) to approx. 600°C over a longer period of time is harmless with regard to the risk of explosion, formation of harmful vapours and the like. The subsequent glass-blowing process at approx. 1200°C with open flame can be carried out safely.
- that if disposal is necessary, the parts to be disposed can be safely disposed of with normal waste.
- that I am authorized to make such declarations on behalf of the company/institution represented.

Date	Signature	Company stamp

**Important:** Only complete declarations of harmlessness, with company stamp and signature can be accepted.

**International:**

For the international processing of RMAs and returns, the following must be observed and submitted:

A customs invoice issued by you (pro forma invoice) with

- Description of the returned part
- Customs tariff number and origin per returned item
- Effective value of goods

If the goods can be exported with preferential status (see Büchi AG import documents), the corresponding documents must be issued by you or your forwarding agent. Otherwise we cannot pass on the preferential status.

We are happy to check the completeness of your customs invoice before dispatch through our export department ([export@buchiglas.com](mailto:export@buchiglas.com)).