

Return shipment

Dear customer,

Would you like to return goods to J+J Deutschland GmbH?

Actuators and fittings are used in environments which are unknown to us and are often contaminated. A strict procedure is required to rule out any danger to our employees and the environment.

Therefore, first complete the application for a return number. Specify the product and the reason for the return. Complete the decontamination declaration. With this declaration you confirm that the goods were cleaned and specify with what kind of substance the product came in touch with.

We can only accept cleaned (decontaminated) devices!

Send the filled in documents to: **service@juj-deutschland.de** or by
Fax: 00495181 85590-29 to our service workshop. You get the return number as soon as possible for your return shipment.

The application for the return number and optionally the decontamination declaration have to be clearly visible on the outside of the package.

We can not accept undeclared packages from the carrier!

Brief overview of the procedure for returns:

- Fill out the application for return
- Clean items
- Fill out the decontamination declaration
- Send the request to our service department
- Get a return number from our service department
- Print out the documents and attach them together with the return number to the outside of the package
- Ship the package
- Get the confirmation of receipt

Specificities:

Return of samples

Returns of samples must be carried free of costs. Please include the original delivery note number.

Return for credit

Returns for credit, for other reasons can only be accepted by prior arrangement. The shipment must be free of costs. Costs for test, cleaning and handling are in the responsibility of the return customer.

Return for repair

Goods sent in for reviewing adjustment or repair, please always bear the exact error description and special requests (e. g. quotation). Repairs up to 50,00€ will be done immediately without further consults, only unless otherwise stated.

J+J Deutschland GmbH
 Abteilung Service
 Brunnenweg 7
 D-31061 Alfeld

Sender

Company :
 Address :
 Zip Code/City :
 Contact person :
 Phone :

Application for return number:

Reason for return

- Cost estimate for repair
- Clarification of a guarantee
- Sample return
- Credit (by appointment only)

Details of the item *

Article descript. :
 Article-No. :
 Serial-No. :
 Pieces : Delivery note:

Information about the application

Medium:
 Pressure/Torque:
 Switching rate:
 Temperature Medium:
 Ambient temperature:
 Error description:

*** Valves and appliances will only be accepted with the declaration of decontamination and cleaned.**

