

RMA Form

Please save the form on your computer, fill it in and send it by e-mail to RMA@geiger.de.

After checking the data, our RMA team will get in touch with you.

Please wait for further information before returning the goods.

| | |
|----------------|--|
| Company name | |
| Customer No. | |
| Your order No. | |
| Contact person | |
| Phone | |
| Fax | |
| E-Mail | |

| | |
|--|--|
| Project | |
| Original packaging? | <input type="checkbox"/> yes <input type="checkbox"/> no |
| Goods picked up by GEIGER? | <input type="checkbox"/> yes <input type="checkbox"/> no |
| Pick up address | |
| Pick up times | |
| Contact person | |
| Phone | |
| Qty of packages, dimensions and weight | |

Return 1

| Qty | Unit designation/ Part No. | Series No. | Defect No. (see explanation) | GEIGER order No. | Delivery date |
|---|----------------------------|------------|------------------------------|------------------|--|
| | | | | | |
| Detailed error description (please always fill in), if necessary, further serial numbers | | | | | |
| Has the GEIGER service hotline already been contacted about this complaint? | | | | | <input type="checkbox"/> yes <input type="checkbox"/> no |
| If „yes“, date of contact | | | | | |

Return 2

| Qty | Unit designation/ Part No. | Series No. | Defect No. (see explanation) | GEIGER order No. | Delivery date |
|---|----------------------------|------------|------------------------------|------------------|--|
| | | | | | |
| Detailed error description (please always fill in), if necessary, further serial numbers | | | | | |
| Has the GEIGER service hotline already been contacted about this complaint? | | | | | <input type="checkbox"/> yes <input type="checkbox"/> no |
| If „yes“, date of contact | | | | | |

Explanation of error numbers

- | | | |
|--------------------------------------|-------------------------------------|--|
| 1 Incorrect content/execution | 4 Runs in one direction only | 6 Loses end positions |
| 2 Missing parts | 5 Noise emissions | 7 Other: exact error description |
| 3 Transport damage | | |

Return 3

| Qty | Unit designation/ Part No. | Series No. | Defect No. (see explanation) | GEIGER order No. | Delivery date |
|---|----------------------------|------------|---------------------------------|---------------------|--|
| | | | | | |
| Detailed error description (please always fill in), if necessary, further serial numbers | | | | | |
| Has the GEIGER service hotline already been contacted about this complaint? | | | | | <input type="checkbox"/> yes <input type="checkbox"/> no |
| If „yes“, date of contact | | | | | |

Return 4

| Qty | Unit designation/ Part No. | Series No. | Defect No. (see explanation) | GEIGER order No. | Delivery date |
|---|----------------------------|------------|---------------------------------|---------------------|--|
| | | | | | |
| Detailed error description (please always fill in), if necessary, further serial numbers | | | | | |
| Has the GEIGER service hotline already been contacted about this complaint? | | | | | <input type="checkbox"/> yes <input type="checkbox"/> no |
| If „yes“, date of contact | | | | | |

Return 5

| Qty | Unit designation/ Part No. | Series No. | Defect No. (see explanation) | GEIGER order No. | Delivery date |
|---|----------------------------|------------|---------------------------------|---------------------|--|
| | | | | | |
| Detailed error description (please always fill in), if necessary, further serial numbers | | | | | |
| Has the GEIGER service hotline already been contacted about this complaint? | | | | | <input type="checkbox"/> yes <input type="checkbox"/> no |
| If „yes“, date of contact | | | | | |

Return 6

| Qty | Unit designation/ Part No. | Series No. | Defect No. (see explanation) | GEIGER order No. | Delivery date |
|---|----------------------------|------------|---------------------------------|---------------------|--|
| | | | | | |
| Detailed error description (please always fill in), if necessary, further serial numbers | | | | | |
| Has the GEIGER service hotline already been contacted about this complaint? | | | | | <input type="checkbox"/> yes <input type="checkbox"/> no |
| If „yes“, date of contact | | | | | |

Return 7

| Qty | Unit designation/ Part No. | Series No. | Defect No. (see explanation) | GEIGER order No. | Delivery date |
|---|----------------------------|------------|---------------------------------|---------------------|--|
| | | | | | |
| Detailed error description (please always fill in), if necessary, further serial numbers | | | | | |
| Has the GEIGER service hotline already been contacted about this complaint? | | | | | <input type="checkbox"/> yes <input type="checkbox"/> no |
| If „yes“, date of contact | | | | | |

Explanation of error numbers

- | | | |
|-------------------------------|------------------------------|---|
| 1 Incorrect content/execution | 4 Runs in one direction only | 6 Loses end positions |
| 2 Missing parts | 5 Noise emissions | 7 Other: exact error description |
| 3 Transport damage | | |

RMA - Return Material Authorization

Dear Madam, dear Sir,

We truly hope that you are always satisfied with our products. In the event that a return shipment should be necessary, we kindly ask you to observe the following procedure so that returns are traceable and problem-free at all times.

1. Request RMA from GEIGER

In order to assign an RMA to you, we only need a few brief details, which you can find in this RMA form.

The RMA form can also be downloaded from the Internet:

Download: www.geiger.de/nc/en/downloads/general-information.html

Please fill out this form and send it to us:

E-mail: RMA@geiger.de

If you have any questions, please contact us at the following telephone number:

Phone: +49 (0)7142 938 184

2. Return shipment of goods / Contact (RMA)

Please note: Processing without previously issued RMA is NOT possible!

- The goods must be professionally packed.
- Attach the completely and legibly completed RMA form and a copy of the delivery note or invoice to your return shipment.
- Mark the RMA number on the outside of the package (please do not write on the original product packaging).

Ship (free of charge) to following address:

For EU member states

Gerhard Geiger GmbH & Co. KG
Schleifmühle 6
D-74321 Bietigheim-Bissingen
Germany

For non EU countries

Before returning the goods please contact our RMA department regarding the correct documentation. Make sure that either our original order confirmation number and/or the relevant serial number are available.

The shipment must be addressed to:

Gerhard Geiger GmbH & Co. KG
Schleifmühle 6
D-74321 Bietigheim-Bissingen
Germany

Final airport of destination: Stuttgart

The customs invoice must contain the following address:

Gerhard Geiger GmbH & Co. KG
Schleifmühle 6
D-74321 Bietigheim-Bissingen

Your GEIGER Customer Service

Gerhard Geiger GmbH & Co. KG

Schleifmühle 6 | D-74321 Bietigheim-Bissingen

Phone +49 (0)7142 9380 | Fax +49 (0)7142 938 230 | info@geiger.de | www.geiger.de

Sitz Bietigheim-Bissingen | Amtsgericht Stuttgart HRA 300591 | USt-IdNr. DE145002146

Komplementär: Geiger Verwaltungs-GmbH | Sitz Bietigheim-Bissingen | Amtsgericht Stuttgart HRB 300481

Geschäftsführer: Roland Kraus, Dr. Bertram Melzig-Thiel | WEEE-Reg.-Nr. DE47902323

GEIGER Warranty Services & Service Deployments

Dear Customer,

GEIGER drives are solid and have been tried and tested a million times. This is due to the sophisticated, leading technologies GEIGER uses in its products.

GEIGER drives are also produced on the highest quality level and subjected to a large number of quality inspections for every delivery. A failure rate of < 0.1% is sending a clear message.

The conviction in our drives is also evident in our warranty promise of five years, plus 2 years for special drives, radio accessories, and others. We do not limit ourselves to replacing the drive, but also take care of replacement costs and travel to site.

Tools required to replace the drives must be reported to GEIGER and approved by it in advance. Cost assumption requires a written release by GEIGER.

The following terms apply to the pre-registration of service deployments:

1. Service deployments must be pre-registered to GEIGER for > 5 drives to be replaced.
2. Independently of the number of drives to be replaced, service deployments at a radius of 100 km around the GEIGER site should be pre-registered in future as well.
3. Service deployments at construction projects that are large projects with GEIGER drives must be pre-registered in order to better understand the problem on site.

You may claim the following replacement costs if your complaint is accepted:

The hourly rate is at EUR 55 for a service engineer. The kilometre flat rate is at EUR 0.52 per travelled kilometre.

Our service hotline is available to our customers or their specialist vendors for any technical questions from Monday through Thursday, 7:00 AM to 4:00 PM, and on Friday from 7:00 AM to noon. Our service policy states our goal of finally answering any technical question or issue when setting drives within 5 days or to remedy it by a later service deployment on site if necessary.

With kind regards

Gerhard Geiger GmbH & Co.KG

Yours, the GEIGER customer service

Gerhard Geiger GmbH & Co. KG

Schleifmühle 6 | D-74321 Bietigheim-Bissingen

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