

## Return Policy

When returning product to NETZSCH for any reason, you must first contact NETZSCH Customer Service and obtain a return authorization (RGA). NETZSCH Customer Service email address is [customerservice.npa@netzsch.com](mailto:customerservice.npa@netzsch.com). Returns are not accepted without a return authorization (RGA).

After obtaining a return authorization (RGA), you must send the product - freight prepaid - to NETZSCH unless otherwise agreed. The return authorization (RGA) number must be prominently displayed on the outside of your package. If you send your product to NETZSCH without the return authorization (RGA) number prominently displayed on the outside of the package, it will be returned to you unopened.

Please use a shipping company that can demonstrate proof of delivery. NETZSCH does not accept responsibility for any lost shipments unless proof of delivery is provided. Product shipped to NETZSCH must be properly packaged to prevent loss or damage in transit. The customer is responsible for all transportation, insurance, duties and other similar charges for all returned products and must ensure that the product is properly packaged for shipment. Shipping damages, resulting from improper packaging will be the customer's responsibility. You must contact the respective carrier directly to initiate claims for damage.

NETZSCH will not return for credit any product that has been damaged or has been used. Items returned for credit must be new and unused. If a part is authorized for return and is because of a customer error, a restocking charge will apply.

All NETZSCH products ship with a 1 year limited warranty. Products to be returned for warranty consideration must be within the warranty period. Warranty begins on the date of shipment by NETZSCH. Defective products may be returned at any time during the warranty period but must have a return authorization (RGA). If a customer wishes to return a product for repair that is no longer within the warranty period or for damage not covered by the warranty, the standard non-warranty service fee is \$105.00 an hour, plus the cost of parts.

Elastomeric products, products made to order, products not normally stocked or products for which there is no current demand will not be accepted as a return. Contact NETZSCH for specific details.

All return requests are processed within 48 business hours.

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Delivery address:

**NETZSCH Pumps USA**

119 Pickering Way, Exton, PA. 19341 610-666-6666

610-666-6666

Return of Goods Safety Form

**Statement on safety and health clearance**

The safety and health of our employees and the regulations regarding safety in the workplace require this form to be filled in for all items prior to issuing a return authorization.

- a) A completed copy of the form should be sent to us in advance along with the SDS sheets(s) so that the information can be reviewed to determine if a return authorization can or cannot be issued. An additional copy should be attached with the shipment.
- b) This completed form and the SDS must also accompany the shipment.
- c) If an SDS does not exist for the substance(s) (e.g. – sludge), the customer must provide a written and signed statement on company letterhead that states what substance(s) was exposed to the item being returned.
- d) Please complete the form in full.

- 1. Model/Part: \_\_\_\_\_
- 2. Machine Number: \_\_\_\_\_
- 3. Customer Order Number: \_\_\_\_\_
- 4. Brief description of the return request: \_\_\_\_\_
- 5. Statement on the nature of the item(s) for return (please check the applicable part):

|   |   |   |
|---|---|---|
| <input type="checkbox"/> <b>5.1 for harmless substances:</b><br><br>For the item stated above we attest that;<br>No toxic, corrosive, microbiological, explosive, radioactive or otherwise dangerous Contamination has occurred. The items are free from any dangerous substances. All media residues have been removed | <input type="checkbox"/> <b>5.2 for dangerous substances:</b><br><br>For the item stated above we attest that;<br>All toxic, corrosive, microbiological, explosive, radioactive or otherwise dangerous substances that have been pumped with the machine or came in contact with are listed in 5.4 below and all information is complete. | <input type="checkbox"/> <b>5.3 item is new and unused:</b><br><br>For the item stated above we attest that;<br>The item is new and unused and has never come into contact with any pumping medium. |
| In accordance with the regulations the item has been:<br><br><input type="checkbox"/> Rinsed and cleaned inside.<br><br>No safety precautions needed.   | In accordance with the regulations the item has been:<br><br><input type="checkbox"/> Rinsed and cleaned inside and outside.<br><br><input type="checkbox"/> Decontaminated.  | No cleaning required.<br>No safety precautions needed.  |

5.4 Name and chemical designations: \_\_\_\_\_

6. The following safety precautions are required:

- Face protection  
  Gloves  
  Respiratory protection  
  Other (please specify): \_\_\_\_\_

7. Company:

Address:

8. Contact person for questions:

Name:

Telephone:

E-mail:

By signing this document we confirm that the above information is complete and correct.

Name:

Position:

Date:

Signature:

Delivery address:

NETZSCH Pumps North America  
 119 Pickering Way  
 Exton, PA. 19341

Tel. 610-363-8010

Fax 610-363-0971