

Service Information Form



Please send this form together with the instrument(s) to:

Heinz Walz GmbH
Eichenring 6
91090 Effeltrich
Germany

Phone +49-(0)9133/7765-0
Fax +49-(0)9133/5395
Email info@walz.com
Internet www.walz.com

To ensure efficient servicing, please pay attention to the guidelines listed below.

- Before shipping your instrument to WALZ, make sure that operation and maintenance of the instrument has been performed as described in the instrument's manual. Contact WALZ or a WALZ representative before returning your instrument for service as some problems can be solved through discussion with our support personnel.
- Data backup. If data are stored on instrument memory, please download all data before shipment. WALZ is not responsible for any loss of data.
- Batteries. Please do not send GFS-3000 Li-Ion batteries 3025-A to WALZ. WALZ will not bear shipping costs for the transportation of dangerous goods.
- Packing and shipping. Send your instrument(s) in the original shipping carton/container that provides adequate protection. We recommend using "door to door" service when shipping your instrument to WALZ (e.g., UPS, FedEx, DHL ...).
- Freight costs. Duty and taxes are covered by Walz; please instruct your forwarder and mark waybill accordingly. Costs of shipping to Walz must be paid by the customer. In case of warranty repairs, these costs will be refunded and all further shipping costs will be covered by Walz. In case of non-warranty repairs, the customer is responsible for all shipping charges.
- Repair costs. Warranty repairs are free of charge. In case of non-warranty repairs, technician labor is billed at an hourly rate plus the cost of replacement parts.

Date (MM-DD-YYYY)

1) Who is sending the equipment?

Mr. Ms. Dr. Prof.

Last Name

First Name

Company/Institution

Department

Street

Zip code/City

Country

Phone

Email

2) Return address

Same as 1)

Mr. Ms. Dr. Prof.

Last Name

First Name

Company/Institution

Department

Street

Zip code/City

Country

Phone

Email

Please send cost estimate for repair and wait for my consent before performing repair.
Start repair immediately.

3) Instructions for shipping of repaired and/or calibrated equipment to the user

Shipping by UPS or standard mail.

As instructed below

4) How will the repair be paid?

Warranty. **Consult WALZ prior to claiming warranty!***

*Warranty conditions:

http://www.walz.com/support/repair_service.html

Purchase Order No

5) Invoice address

Same as address 1)

Same as address 2)

Mr.

Ms.

Dr.

Prof.

Last Name

Phone

First Name

Fax

Company/Institution

Email

Department

Street

Zip code/City

Country

6) List of instruments returned

Instrument

Serial Number

a

b

c

d

Other Items. Please list accessories that are being shipped (e.g. cables ...)

7) Service requested

Recalibration only.

Repair. (Describe malfunction. Report error messages. Add specific comments. List setup details like computer hardware and operating system.)

PROFORMA INVOICE

Mandatory for non European Union customers

Sender

First Name, Last Name, Title

Company/Institution

Department

Street

Zip code/City

Country

Receiver

Heinz Walz GmbH
Eichenring 6
91090 Effeltrich
GERMANY

Instrument returned to manufacturer for repair*

Description

Serial number

Customs tariff number

Present value (and currency) considering age and defects of device. Do not enter original price.

* Print one proforma invoice per instrument