

Dear Business Partners,

so that we may process your returns in a speedy and efficient manner, we ask you to observe the RMA process described below. The processing of devices which are returned without our RMA confirmation can be delayed. In some cases, processing may not be possible at all.

RMA process (Return of Material Authorization)

In order to request an RMA number, please use the RMA form provided on our homepage (<http://www.novotechnik.de/en/service/return-deliveries-rma/>)

Please complete this form and the Decontamination Certificate entirely and truthfully. So that we may determine the age of the device, we are asking you to be sure to complete the fields pertaining to the data found on the manufacturer's label.

(In case of returns of old devices, it is sufficient to state the quantity).

By using the "Send" button, you are transmitting the form to us electronically via email. By doing so, you are confirming the truthfulness of the content.

After successful validation, we will expedite to you an RMA number which will be valid only for this shipment. Please state the RMA number in your shipping documents and include the shipping documents with your shipment. Please mail the product within 5 working days, freight and insurance paid, to:

Novotechnik Messwertaufnehmer OHG
Abteilung VS
Brunnwiesenstraße 23
73760 Ostfildern

By requesting the RMA number you agree to the following conditions:

Returns of devices for credit require an explicit approval of Novotechnik. The devices must be unused and ideally also in their original packaging. A maximum of 90 % of the original sales price can be refund.

In case of complaints, please provide a brief description of the defect, and – where known – of the application. If your complaint is accepted, we will issue a credit to you for the device.

For some of our products, we are able to offer repair services, up to a maximum age of 5 years. After we have diagnosed the issue, we will provide you with a cost estimate for which we charge a flat fee of € 40. If repair services are requested, the € 40 will be applied against the cost of the repairs. Where repairs are not possible or not requested for other reasons, we will charge € 40 for the cost estimate.

Where the repair of a defective device is no longer economically sensible, the return of the defective device can be requested. Such request must be made within 2 weeks after receipt of the diagnosis, at the latest. The same is true for devices for which an unauthorized complaint has been filed. After this timeframe, the devices will be scrapped free of charge.

In case of any questions, please contact our Service department (phone +49 711 4489-461 service@novotechnik.de), or our Technical Sales department.