

Sender:

Return delivery note

Your process number:

Date:

Your contact:

Phone number:

E-Mail:

Receiver:

HAWE Hydraulik SE
- Kundendienst-
Karl-Heilmeier-Str. 1

87600 Kaufbeuren

Part-no.: Your part-no.: Type / description: number:

Description of error / reason for return / comments:

Attention:

Please empty the returned goods of the hydraulic medium and close filling openings and connection openings as tightly as possible to prevent residual oil from leaking during transport.

Hydraulic medium used (Manufacturer/type):

If special medium / media hazardous to health (deviating from "standard mineral oils" - toxic, corrosive, aggressive, emulsions, bio-oils etc.) **is used, fill out the enclosed form "Declaration of Decontamination" and attach it to the goods.**

(Please note that products that have been operated with or come in contact with toxic or radioactive media will not be processed. Do not return affected products.)

We have taken note of the "Decontamination Declaration" and attached it if necessary. Our information about the medium used is truthful.

If you would like an additional oil analysis, please send us at least 120ml of the medium in a sealed vessel, with a precise information of the hydraulic medium.
(manufacturer / type / viscosity class / approx. service life). Costs for an oil analysis 100,00 €/net.

Oil analysis required

(Date, signature, company stamp)

HAWE – SERVICE DEPARTMENT

Repairs

1. Your request: Repairs

We do not send a cost estimate for small repairs (up to 300 euro) to keep the costs low. From 300€ repair value we will make a cost estimate.

Repair requests are generally not accepted if one of the points below applies:

1.1 The product cannot be repaired by HAWE due to economic reasons (so-called miniature devices, devices running out of production).

1.2 The product has been technically modified by the customer.

1.3 The maximum repair cost limit will probably be exceeded.

If one of these criteria applies and the repair costs would exceed the 75% mentioned above we have to return the product. Then we will charge you the costs of testing, handling and freight. Alternatively the device can be professionally disposed if requested.

For that we will charge 35,00 - 150,00€.

All repairs are backed by a 12 month warranty from delivery.

2. Your request: Warranty

All products which do not perform the way stated in our general terms and conditions will be reworked or replaced free of charge. If the technical check afterwards shows that it is no case of warranty we will charge you the costs of testing and repairing.

3. Your request: Return for refund

3.1 Any products we cannot reuse (seals, small components, order-related products) will be returned to the sender against charge.

3.2 If the product is reusable the following points have to apply:

- The product must not be older than 6 months
- The product must be visually unmodified and unused
- The product must correspond to the current state of production

If a product fulfills the conditions above we refund up to 70% from the replacement value for parts from our quick delivery program.

3.3 If you received a wrong delivery we will credit you the value of goods (only if the product was delivered in the last 4 weeks and if it is as good as new).

For further information about the general terms and conditions you can contact our service department (+49/89/379100-1374 or -1141) or send an E-Mail to service@hawe.de.

Declaration of Decontamination

Your process number:

(please enclose with the return delivery note)

For legal requirements and to protect our employees and facilities, we require the signed "Decontamination Declaration" before your order can be processed. A repair / inspection of products and their parts will only be carried out if the declaration has been filled out correctly and completely by authorized specialist personnel.

If the goods have been operated with aggressive, corrosive, flammable or water-endangering media, all parts in contact with the medium and/or affected parts must be carefully emptied, decontaminated and flushed. (Please note that products, which have been operated with or come into contact with toxic or radioactive media, will not be processed. Do not return affected products.)

Suitable, safe transport boxes / packaging (possibly individual packaging) must be selected for the return shipment and provided with details of the medium and dangerous substances with which the product was in contact. This prevents personal injury and damage to property caused by residues or dangerous substances.

The sender assumes liability for all personal injury or damage to property because of contamination (chemicals / substances hazardous to health, radioactive, etc.) found in or on returned products after delivery.

The returned components:

Part-no.:	Your part-no.:	type / description:	number:
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have not been operated or brought into contact with hazardous media (e.g. toxic, corrosive, chemically aggressive, radioactive, etc.).

was operated with the following medium (please indicate name and/or chemical formula).

Designation (manufacturer / trade name):

Chemical Formula:

Concentration:

have been completely emptied before dispatch and cleaned inside and out if necessary.

Safety precautions are **not** required for further handling.

Safety precautions are required.

Attached documents

Description Safety precautions
Operating instructions
Others

Details of the sender:

Company:

responsible contact

person: phone number:

E-Mail.:

We assure you that the above information is correct and complete.

Place, date Signature and stamp