

Returns to the manufacturer

Complete and comprehensive information concerning the matter is required in order to ensure that all returns of equipment, spare parts or accessories are processed quickly and efficiently.

Procedure:



Download of forms


The forms can be downloaded online at
www.martinchrist.de → [Service] → [Overhaul, repair and leak testing] or
www.sigma-zentrifugen.de → [Service] → [Overhaul and repair]



Completion of the declaration of decontamination

Due to the legal regulations for the protection of our employees and the environment, we are obliged to document the harmlessness of all incoming goods.

- The form must be filled in completely as well as signed by authorised and specialised personnel.
- Affix the original document in a clearly visible manner to the outside of the packaging.


 We will return the part/unit at your expense if no declaration of decontamination is provided.



Completion of the return declaration

Product-specific data are required to ensure that the return can be processed without delay.

- Enclose the completed return declaration form, including a detailed error description, with the defective part/unit.
- If several parts are returned together in one packaging, please enclose a separate form for every defective part.

 We will return the part/unit at your expense if no error description is provided.



Option: Pick-up order (only within Germany)

Upon request, we will commission a forwarding agent to collect the unit


- Complete the pick-up order and send it to
support.lab@martinchrist.de or
support.lab@sigma-zentrifugen.de



Returning a product

- Package the part/unit safely for transport, and in its original packaging, if possible. The original packaging can be supplied by the manufacturer for a fee.
- Return the product with the completed forms to

Martin Christ Gefriertrocknungsanlagen GmbH or
Sigma Laborzentrifugen GmbH
Service Laborgeräte
An der Unteren Söse 50
37520 Osterode
Germany

 If the part/unit is sent to the manufacturer in unsuitable packaging, it will be repackaged for return at your expense.

Declaration of decontamination form

This declaration must be filled in and signed by authorised and specialised personnel only.

Please complete this in block letters! Fields marked with * are mandatory.

*This concerns	Martin Christ Gefriertrocknungsanlagen GmbH	Sigma Laborzentrifugen GmbH
Customer order no.	Service ticket no.	
*Type of device	*Serial no.	*Year
*Reason for returning the product	Repair/maintenance	Disposal
Nominal voltage V		
Other:		
*Accessories (type, order no., batch no., etc.)		
*Error description or other information		

*General characteristics of the substances			
Caustic	Toxic	Corrosive	Other (harmful to health, irritant, oxidising, etc.)
Explosive	Biologically hazardous	Radioactive	Harmless to health
In combination with which substances can hazardous mixtures develop?			
Trade name/chemical formula:			

*Have the components been cleaned before shipment?	YES	NO
*Is the equipment properly decontaminated and not harmful to human health?	YES	NO
*If not, with which substances has the equipment come into contact?		
Trade name/chemical formula:		
Remarks (e.g. wear personal protective equipment):		

Legally binding declaration

We hereby declare that the information provided in this declaration is correct and complete and that I, the undersigned, am able to properly assess this. We know that we are liable for damage resulting from incomplete or incorrect information vis-à-vis the contractor and we commit ourselves to indemnify the contractor from any damage claims by third parties. We know that – regardless of this declaration – we are directly liable vis-à-vis third parties and in particular vis-à-vis the personnel of the contractor that is assigned to the handling and repair of the equipment.

*Company/institute	
*Name of responsible person	
*Position of responsible person	
*Street	
*Postcode, city	
*E-mail	
*Phone	
*Date	Stamp
*Signature	

Return form

Return of a device or accessory to

Martin Christ Gefriertrocknungsanlagen GmbH

Sigma Laborzentrifugen GmbH

Please complete this in block letters! Fields marked with * are mandatory.

Please enclose a separate problem description for every device or accessory!

*Type of device		*Serial no.		*Year
*Reason for returning the product	Repair/maintenance	Disposal	Other:	
*Accessories (type, order no., batch no., etc.)				
*Problem description				
Standard settings during the operation of the unit (if known):				
<p>Please send us a cost estimate against a charge. Upon request, we will prepare and submit to you a cost estimate prior to performing the repair. Please confirm such cost estimate within 14 days. If the cost estimate has still not been confirmed after 4 weeks, we will return the device. Please note that you must bear the incurred costs.</p>				
*Company/institute				
*Name of responsible person				
*Street				
*Postcode, city				
*E-mail				
*Phone				
*Date		Stamp		
*Signature				