

# Return Note



**L014**

Version 4 (01/16)

**Consignee**

Bosch Industriekessel GmbH  
Ersatzteillager  
Industriestraße 1  
91710 Gunzenhausen  
Germany

**Consignor**

Company \_\_\_\_\_  
Street: \_\_\_\_\_  
Postcode/place: \_\_\_\_\_  
Country: \_\_\_\_\_  
Customer No.: \_\_\_\_\_  
Date: \_\_\_\_\_  
Contact person: \_\_\_\_\_  
Phone: \_\_\_\_\_  
eMail: \_\_\_\_\_

Delivery Note No.	Invoice No.	Order No.	Serial No.

Material No.	Quantity	Unit	Description	Condition*	Reason for return*

**Detailed fault description:**

\_\_\_\_\_  
\_\_\_\_\_

\* Please enter the condition and the reason for return in the corresponding column:

**Condition**

- 001 New part OK
- 002 Used part OK
- 003 Defective new part
- 004 Defective used part

**Possible reasons for return:**

- 10 Wrong delivery of an item
- 12 Wrong quantity delivered
- 13 Double delivery
- 14 Delay in delivery
- 15 Incomplete item
- 16 Incorrect order
- 20 Material / processing fault
- 21 Expiration date expired
- 23 Transport damage
- 24 Not required any more
- 30 Warranty
- 31 Sample
- 32 Repair
- 33 Software update
- 34 For inspection
- 35 Rental device
- 36 Other reasons

Please send us a separate order if you need replacement for returned parts.

\_\_\_\_\_  
**Date**


\_\_\_\_\_  
**Signature**

<b>Internal notes:</b>			
Received: _____	Person in charge: _____	Location: _____	
ASP: _____	ZRET: _____		

Subject to change

# Process of return....do it right...

## 1. Fill in Return Note and Declaration of Decontamination:

**Return Note**  **L014**  
Version 2 (04/14)

Consignee: Bosch Industriekessel GmbH, Ersatzteillager, Industriestraße 1, 91710 Gunzenhausen, Germany

Consignor: Company, Street, Postcode/place, Country, Customer No., Date, Contact person, Phone, eMail

Delivery Note No., Invoice No., Order No., Serial No.

Material No.	Quantity	Unit	Description	Condition*	Reason for return*

Detailed fault description:

\* Please enter the condition and the reason for return in the corresponding column:

Condition:  
001 New part OK, 002 Used part OK, 003 Defective new part, 004 Defective used part

Possible reasons for return:  
10 Wrong delivery of an item, 12 Wrong quantity delivered, 13 Double delivery, 14 Delay in delivery, 15 Incomplete item, 16 Incorrect order, 20 Material / processing fault, 21 Expiration date expired, 23 Transport damage, 24 Not required any more, 26 Warranty, 31 Sample, 32 Repair, 33 Software update, 34 For inspection, 35 Rental device, 36 Other reasons

Please send us a separate order if you need replacement for returned parts.

Date, Signature

**Declaration of Decontamination**  
(Please add to Return Note)

Based on statutory rules and for protection of our employees and production facilities, we need the signed Decontamination Declaration before we could deal with your order. A repair / inspection of the goods and other parts could only be carried out, if the declaration is completely and correctly filled in by authorized and qualified personnel.

In case that the goods were in operation with aggressive, corrosive, flammable, toxic or harmful to water media, all media touched and/or if applicable parts concerned have to be blown out, decontaminated and purged carefully. For return all the goods: suitable and safe transport packaging has to be chosen. Marking of the packaging has to mention all details about the media and/or hazardous substances, if any, the goods had been in contact with. Hereby personal injuries and material damages by medium residue and/or hazardous substances will be avoided.

The consignee assumes the liability for any personal injuries and material damages due to occurred contamination after delivery (chemicals / hazardous substances) which could be found in or on returned goods.

The returned goods:  
Equipment/Sensor Type, Item Number, Order Number, Boiler Serial Number

(Please tick the appropriate boxes):

- was not apply in hazardous to health media (for example toxic, corrosive, chemically aggressive, radioactive etc.)
- area of operation (for example dump etc.) and could be in contact with labeling obligations / harmful media
- was used for extraction of Chemicals (Please declare labeling and chemical formula) labeling: chemical formula: concentration:
- was completely blown out, and extraneously and internally decontaminated.
- Special safeguards for further handling are not necessary
- Following safeguards are necessary:

Information to consignee:  
Company, Phone, Contact, Fax, Street, Email, Postcode, City, branch

We assure you that the above details are correct and complete.  
City, Date, Signature and Stamp

You will find our return note on every delivery note, at our homepage [www.bosch-industrial.com](http://www.bosch-industrial.com) or you ask for it directly at our Spare Parts Department under phone no. ++49 180/5010540.

2. Please fill in the return note and Declaration of Decontamination **completely** and attach it to **each** return consignment.

3. There are the following options for return of goods:

- Usage of attached UPS-Return Label
- Shipment of parcel on your own account
- In case of warranty we could arrange pick up of goods at Your address. You could ask for pick up at our Spare Parts Hotline ++49 180/5010540.

**This processing enables rapid handling of the return and save unnecessary waiting time!**

**Without the duly completed documents, we cannot handle your return. The goods will be sent back to you!!!**

In case of return of new parts for credit, 65,00 Euro for handling, as well as freight- and packing costs, (per shipment) will be subtracted generally. Wearing parts or specially ordered parts are excluded from return.

**Declaration of Decontamination**

**(Please add to Return Note)**

Based on statutory rules and for protection of our employees and production facilities, we need Declaration of Decontamination, signed by the operator of the plant, before we could deal with your order. A repair / inspection of the goods and other parts could only be carried out, if the declaration is completely and correctly filled in by authorized and qualified personnel.

In case that the goods were in operation with aggressive, corrosive, flammable, toxic or harmful to water media, all media touched and/or if applicable parts concerned have to be blown out, decontaminated and purged carefully. For return all the goods suitable and safe transport packaging has to be chosen. Marking of the packaging has to mention all details about the media and/or hazardous substances, if any, the goods had been in contact with. Hereby personal injuries and material damages by medium residue and/or hazardous substances will be avoided.

The consigner assumes the liability for any personal injuries and material damages due to occurred contamination after delivery (chemicals / hazardous substances) which could be found in or on returned goods.

**The returned goods:**

<b><u>Equipment/Sensor Type:</u></b>		<b><u>Item Number:</u></b>	
<b><u>Order Number:</u></b>		<b><u>Boiler Serial Number:</u></b>	

(Please tick the appropriate boxes)

- was not apply in hazardous to health media (for example toxic, corrosive, chemically aggressive, radioactive etc.).
- area of operation \_\_\_\_\_(for example dump etc.) and could be in contact with labeling obligations / harmful media.
- was used for extraction of Chemicals. (Please declare labeling and chemical formula)  
labeling: \_\_\_\_\_chemical formula: \_\_\_\_\_concentration: \_\_\_\_\_
- was completely blown out, and extraneously and internally decontaminated.
- Special safeguards for further handling are not necessary.
- Following safeguards are necessary:

\_\_\_\_\_

Information to consigner:

Company:		Phone:	
Contact:		Fax:	
Street:		Email:	
Postcode, City:		Branch:	

We assure you that the above details are correct and complete.

\_\_\_\_\_  
City, Date

\_\_\_\_\_  
Signature and Stamp