

RETURN MERCHANDISE AUTHORIZATION & DECONTAMINATION CERTIFICATE

RMA

RMA#	
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CUSTOMER INFORMATION

Company Name		
Adress		
Contact Person	Name	
	E-mail	
	Phone	

PRODUCT INFORMATION

Article No	
Description	
Lot. No / Serial No	
Quantity	
Invoice No and Date	

RETURN INFORMATION

Reason	Complaint <input type="checkbox"/>	Repair <input type="checkbox"/>
	Wrong delivery <input type="checkbox"/>	Return shipment <input type="checkbox"/>
	Cancellation <input type="checkbox"/>	Others (specify)
Precise description		

RETURN SHIPMENT PROCEDURE

Please note our return policy as follows:

- 1** Please use our RMA – Return Merchandise Authorisation. This RMA must be completely filled out and sent by e-mail to following e-mail-address for approval: info@dewimed.de or reklamation@dewimed.de
- 2** After release of the RMA you will receive an RMA-number as well as our Decontamination-Certificate-Form for processing
IMPORTANT: Enclose this Decontamination Certificate to your delivery note pocket that the assigned RMA number is clearly visible on the outside of package! Shipments without visible RMA number or Decontamination Certificate will be returned at the sender's expense and will not be processed.
- 3** Please use appropriate transport packaging for the return. If possible, use the original packaging. We accept no liability for transport damage.
- 4** The instruments and units must be properly decontaminated. To do this, follow the instructions in our instruction manual.
- 5** We reserve the right to remove obviously contaminated or heavily soiled products from processing and return at the expense of the sender.
- 6** Send your return to the following delivery address:

DEWIMED Medizintechnik GmbH
REMA Medizintechnik GmbH

Unter Hasslen
14 78532
Tuttlingen
GERMANY

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DECONTAMINATION CERTIFICATE FOR RMA# _____



Important: Please enclose this DECONTAMINATION CERTIFICATE to your delivery note pocket so that the assigned RMA number is clearly visible on the outside of package!

Are the products originally packed and unused?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Have the products been used?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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In case the products have been used, please make sure that the product have been reprocessed before return and please fill out the following decontamination proof. Non-reprocessed products will be returned unopened on your own expense!

Enclosed medical device did not get in touch with blood or other body fluids and is therefore hygenically harmless	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Cleaning and disinfection	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Steam sterilisation (3 min, at 134°C or 15 min. at 121°C)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other procedure (please specity):	Yes <input type="checkbox"/>	No <input type="checkbox"/>

The enclosed medical device could not be reprocessed
Reason:

We hereby confirm the proper decontamination according to international standards and guidelines.

Date	
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Name / Department / Clinic Stamp / Date / Signature / Phone-No.	
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