

Return shipment form



Delivery address:

ILO electronic GmbH
Carl-Zeiss-Strasse 3
25451 Quickborn / Germany

Customer data:

Customer ID: _____ Company: _____

Contact person (complete name): _____

Address: _____

Postal code: _____ City: _____ Country: _____

Phone number: _____ Fax number: _____ Email address: _____

VAT number: _____

Content of the shipment:

All components (equipment and accessories) must be listed in detail!
The serial number must be indicated for devices and camera heads!

Order number: _____ Purchase date: _____

Serial number:	Item number:	Item description:	Amount:
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Reason of return shipment:

Please describe the defect as precisely as possible!

- Request for quotation (Repairs up to 125€ will be executed by us without any cost estimate!)
- I have read and accepted the return conditions of ILO electronic GmbH (www.ilo.com/service).
- The device has been disinfected and packaged in protective film.

Date: _____ Signature: _____

Print this form, sign it and put it into the return shipment!

Conditions of return



In the case of returns (because of a repair, complaint or other service issue), please observe the following conditions of return:

1. Use an appropriate transport packaging. If possible, use the packaging we have provided at the time of purchase. We assume no liability for transport damage.
 2. The device and accessories must be properly disinfected. Follow the instructions in the operating manual under „Cleaning / disinfection / sterilization“.
 3. We reserve the right to exclude obviously contaminated or heavily soiled products from processing and to return them at the expense of the sender.
 4. We would like to send you a quotation. Repairs up to 125 € will be executed by us without any cost estimate. For unrepaired returns we charge 65 € plus freight charges.
 5. Please use our return shipment form. This must be completed and enclosed with the consignment. Goods without return shipment form will be returned at the expense of the sender and not processed.
3. Please send your return to the following delivery address:

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25451 Quickborn / Germany