



RMA-Request-Form

Dear valued customer,

to handle your repair request correctly, the following information is needed:

Bill-To-Address

(which address must be printed on the invoice ?)

Company: _____

Contact person: _____

E-Mail: _____

Street: _____

Zip Code / City: _____

Country: _____

Order-Number : _____

VAT/Tax-Number*: _____

(* only necessary for new customers)

Ship-To-Address

Company: _____

Contact person: _____

E-Mail: _____

Street: _____

Zip Code / City: _____

Country: _____

Please make sure the information above is correct as subsequent changes are not possible due to system-limitations.

For return of your instruments you have to request an RMA-number in advance – please send this RMA-Request-Form as well as a completed Health & Safety-Form (for each unit a separate form is needed) to the following E-Mail-Address: Service-Filderstadt@mksinst.com

Important note

When you return your instruments, the RMA-number must be placed visibly on the **outside** of your shipping box - the Health & Safety-Form must be attached to the **outside** of your shipping box as well. With simultaneous return of contaminated and non-contaminated instruments, these items need to be packed separately.

Please return to:

MKS Instruments Deutschland GmbH
Schatzbogen 43, 81829 München
Germany

MKS Instruments Deutschland GmbH

Schatzbogen 43, 81829 München
Telefon +49 89 4200080
Fax +49 89 424106
www.mksinst.com
mks-germany@mksinst.com

Zweigniederlassung Berlin
Wattstrasse 11-13, 13355 Berlin
Telefon +49 30 4640030
Fax +49 30 46400313

Zweigniederlassung Filderstadt
Echterdinger Strasse 57
70794 Filderstadt
Telefon +49 711 94770-0
Fax +49 711 94770-25

Geschäftsführung: Derek D'Antilio, Ralf Wuellner
Gerichtsstand und Erfüllungsort: München
Handelsregister: München HRB 50 132
USt. ID: DE 129 417 375



HEALTH AND SAFETY FORM

THIS FORM MUST BE COMPLETED AND RETURNED WITH EQUIPMENT OR SERVICE WILL NOT BE PERFORMED

RETURN MATERIAL AUTHORIZATION NUMBER (RMA#):	
RETURN TO STOCK NUMBER/RTS# (If applicable):	Trade in number (if applicable):

Section 1: (one instrument per form)	MKS Part Number:
	MKS Serial Number:

Section 2: Has this equipment been used? *(Please check appropriate boxes)*

<input type="checkbox"/>	No – Still in MKS packaging
<input type="checkbox"/>	No – Unit unpacked, but never installed in a system.
<input type="checkbox"/>	Yes -- Used only with clean, dry inert gas (For Example: Air, N2, Ar, He).
<input type="checkbox"/>	Yes -- Used with chemicals, non-inert gases, biological or radioactive agents.) Identify all materials:
<input type="checkbox"/>	Yes -- Used in a Semiconductor Copper process. Equipment must be double bagged. Label outside bag and packing slip, Copper Part. Label final shipping container Copper Part and place a strip of ORANGE TAPE on the container.
Cleaning / Purging:	
Has equipment been purged? <input type="checkbox"/> No <input type="checkbox"/> yes purged with what?	
Has equipment been flushed? <input type="checkbox"/> No <input type="checkbox"/> yes flushed with what?	
Has equipment been decontaminated? <input type="checkbox"/> no <input type="checkbox"/> yes, explain process:	
How many months in use?	

Section 3: Detailed failure information or description or required service or reason for return.

Section 4: Company or Organization (mandatory information)

Company:		
Address:		
City:	State:	Zip:
Printed Name:	Signature:	
Date:	Phone #:	
Email:	Fax #:	
End User (if applicable):		

For MKS USE only:

MKS Subsidiary or Agent:
Contact Name:
Customer #:
Maximum Credit allowed (TBD after inspection)

ALL PRODUCTS MUST BE RETURNED IN SEALED BAGS

MKS will not accept delivery of equipment that has been chemically, radioactively or biologically contaminated, without written evidence of decontamination or laboratory analysis. Alternately, we will require evidence that the biological process is not harmful.

Important note for return of defective goods

- ✓ Health & Safety-Form must be attached to the **outside** of the shipping box
- ✓ RMA-Number must be placed visibly on the **outside** of the shipping-box
- ✓ Contaminated and non-contaminated items must be packed separately