

# Return goods note for returned parts

Observing our General Terms and Conditions (see [www.posch.com/agb](http://www.posch.com/agb)) and the current POSCH Service Manual (“General Warranty Policy”), please return your return goods together with this form.



## 1 Return goods note for RETURNED PARTS data collection

Attach a **copy of the delivery note** as well as this return goods note (filled out).

Company name

Date

Street address

Clerk

Postal code/city

Telephone number/e-mail address for questions

Complaint number

## Machine information

Before 2005 item number and year of manufacture

From 2005 Serial number

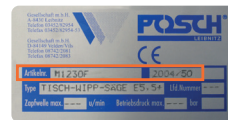
Date of damage

Machine owner

You can find all relevant data on the type plate of your machine.

**Before 2005**  
Item number and year of manufacture

**From 2005**  
Serial number



### IMPORTANT!

Please fill in the detailed damage description on the back.



## 2 Shipping label

Observing the return deadline of max. 30 days from shipping date, please send your return goods directly to **POSCH GesmbH Leibnitz attn.: Spare Parts Warehouse** or write to [leibnitz@posch.com](mailto:leibnitz@posch.com) for information on return transport, attaching this form (filled out).



## 3 Processing of returns

After we receive the goods, we will examine them and process the return.

## Return goods information

Quantity	Item no. / name of returned part	<input type="checkbox"/> new part <input type="checkbox"/> Defective part
Quantity	Item no. / name of returned part	<input type="checkbox"/> new part <input type="checkbox"/> Defective part
Quantity	Item no. / name of returned part	<input type="checkbox"/> new part <input type="checkbox"/> Defective part

## Reason for return – please clearly mark defective areas.

<p><b>Switches</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Mechanical defect</li> <li><input type="checkbox"/> Transport damage</li> <li><input type="checkbox"/> Electrical fault due to water</li> <li><input type="checkbox"/> Electrical fault – contacts burned</li> <li><input type="checkbox"/> No electrical functions under certain conditions (e.g. heat, vibration ...)</li> <li><input type="checkbox"/> Defect determined by electrician</li> <li><input type="checkbox"/> .....</li> </ul> <p><b>E-motor</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Mechanical defect on feet, housing, fan rotor</li> <li><input type="checkbox"/> Transport damage</li> <li><input type="checkbox"/> No electrical function</li> <li><input type="checkbox"/> No electrical functions under certain conditions (e.g. heat, vibration ...)</li> <li><input type="checkbox"/> Defect determined by electrician</li> <li><input type="checkbox"/> .....</li> </ul>	<p><b>Valves</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Mechanical defect</li> <li><input type="checkbox"/> Transport damage</li> <li><input type="checkbox"/> Leaking at control valve</li> <li><input type="checkbox"/> Arresting mechanism malfunctions</li> <li><input type="checkbox"/> Lever bearing defective</li> <li><input type="checkbox"/> Relief valve defective</li> <li><input type="checkbox"/> Magnet / electrical defect (e.g. radio winch)</li> <li><input type="checkbox"/> .....</li> </ul> <p><b>Pumps</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Leaking at shaft seal</li> <li><input type="checkbox"/> Leaking at suction or pressure joint</li> <li><input type="checkbox"/> Leaking pump body</li> <li><input type="checkbox"/> Noisy</li> <li><input type="checkbox"/> Pump achieves little or no pressure</li> <li><input type="checkbox"/> Multi-pump arrangements: Which stage is defective?</li> <li><input type="checkbox"/> .....</li> </ul>												
<p><b>Cylinders</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Leaking at seals</li> <li><input type="checkbox"/> Leaking at welding seam</li> <li><input type="checkbox"/> Piston rod damaged</li> <li><input type="checkbox"/> .....</li> </ul>	<p><b>Gearbox</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Leaking at shaft seal</li> <li><input type="checkbox"/> Leaking at: .....</li> <li><input type="checkbox"/> Bearings defective</li> <li><input type="checkbox"/> Noisy</li> <li><input type="checkbox"/> .....</li> </ul>												
<p><b>Parts manufactured by POSCH</b></p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> Transport damage</td> <td><input type="checkbox"/> Paint defect</td> <td><input type="checkbox"/> Leaking – welding seam</td> <td><input type="checkbox"/> Welding seam cracked</td> </tr> <tr> <td><input type="checkbox"/> Manufacturing defect</td> <td><input type="checkbox"/> Operating error – customer</td> <td><input type="checkbox"/> Worn</td> <td><input type="checkbox"/> Cracked</td> </tr> <tr> <td><input type="checkbox"/> Installation defect</td> <td><input type="checkbox"/> Leaking – seals</td> <td><input type="checkbox"/> Torn</td> <td><input type="checkbox"/> .....</td> </tr> </table>	<input type="checkbox"/> Transport damage	<input type="checkbox"/> Paint defect	<input type="checkbox"/> Leaking – welding seam	<input type="checkbox"/> Welding seam cracked	<input type="checkbox"/> Manufacturing defect	<input type="checkbox"/> Operating error – customer	<input type="checkbox"/> Worn	<input type="checkbox"/> Cracked	<input type="checkbox"/> Installation defect	<input type="checkbox"/> Leaking – seals	<input type="checkbox"/> Torn	<input type="checkbox"/> .....	<p><b>Log saw blades</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Teeth defective</li> <li><input type="checkbox"/> Vertical run-out</li> <li><input type="checkbox"/> Lateral run-out</li> <li><input type="checkbox"/> .....</li> </ul>
<input type="checkbox"/> Transport damage	<input type="checkbox"/> Paint defect	<input type="checkbox"/> Leaking – welding seam	<input type="checkbox"/> Welding seam cracked										
<input type="checkbox"/> Manufacturing defect	<input type="checkbox"/> Operating error – customer	<input type="checkbox"/> Worn	<input type="checkbox"/> Cracked										
<input type="checkbox"/> Installation defect	<input type="checkbox"/> Leaking – seals	<input type="checkbox"/> Torn	<input type="checkbox"/> .....										
<p><b>Have you already received a spare part?</b></p> <p> <input type="checkbox"/> Yes            <input type="checkbox"/> No            <input type="checkbox"/> No spare parts shipment required       </p>													

**Description/complaint**