

# MATERIAL RETURN FORM

Return Date: ...../...../.....

IGT IC Number: .....

Company:		
Address:		
Postal Code:	City:	
Country:		

Contact Name:
E-mail:
Phone:
Fax:

Reference / Product description / IC nr.	Serial Number	Quantity	Problem Description / Reason for Return	Purchase Date
				...../...../.....
<b>Accessories/Parts included in the shipment:</b>				...../...../.....
1				
2				
3				
4				
5				
6				
Add other parts on a separate sheet				

**FAX OR EMAIL THIS DOCUMENT TO: RETURNS: [kuijpens@igt.nl](mailto:kuijpens@igt.nl)**

**Ship to: IGT Testing Systems, Attn: Return Service, Randstad 22-02, 1316 BX ALMERE, The Netherlands**

**ADD ONE COPY OF THIS FORM IN THE BOX/PACKAGE**

Phone: +31 20 409 9300

Fax: +31 20 409 9339

### **Important information regarding shipment of goods to IGT**

Almere, 1 December 2015

- If a customer announces a return he will receive a MRF.
- With the MRF there are instructions for packing and shipping the materials. If these are not sent, incomplete or unclear please contact Mrs. Leonie Kuijpers at [kuijpers@igt.nl](mailto:kuijpers@igt.nl).
- Where possible pack the materials in its original packaging.
- Suitable or original packaging material can be ordered from IGT if required.
- The MRF requests detailed information on the problem or reason for returning the materials. The better and more detailed the description the faster we can support you.
- A copy of the completed MRF shall be included in the shipment so we can trace the materials.
- The MRF has to be returned by fax or email before shipping the instrument so we know what can be expected, when and with which problem.
- All shipments will be accepted “as received”. We do not take any responsibility for shipping damages.
- We will not make any remarks on delivery documents except if for us obvious, if we make these comments we are not accepting any responsibility for the completeness and further handling.
- IGT will make a quotation for the total repair of the instruments, if a separate quotation for shipping damage is required this will be charged at € 250 per instrument.
- If additional work or action is required e.g. for dealing with insurance companies or expert investigation this will be charged at an hourly rate of € 100.