

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
			/...../.....
Accessories/Parts included in the shipment:			/...../.....
1				
2				
3				
4				
5				
6				
Add other parts on a separate sheet				

FAX OR EMAIL THIS DOCUMENT TO: RETURNS: service@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 January 2021

- 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 service and support at service@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.