



Merchandise Return Request

Please complete and send to after-sales-service-center@spinner-group.com.

Dear Valued Customer,

Before you return products to us, we need you to provide the information below.

We will then assess your request and give you an answer as quickly as possible. If we approve your return request, you will receive a return material authorisation (RMA) number¹⁾ and a return slip.

Please then send the product to us together with the return slip. The RMA number is required for efficient and speedy processing.

Customer Details

Company name*: _____

Customer no.: _____

Your contact data

Gender*: Ms. Mr.

First name*: _____

Last name*: _____

Email*: _____

Phone*: _____

Location of merchandise*: Country _____ Postcode _____

Affected Merchandise / Product Data:

Art. no. (BN)*	Quantity*	Delivery note no.	Delivery note item	Serial or batch no.*

Reason for return*:

Wrong items received or ordered

Defects

Cost quote for repairs (they will not be carried out until you approve the cost)

Recalibration / retuning

Other (please specify): _____

Comments:

The [General Terms and Conditions \(GTC\) for the Supply of Goods and Services](#) of SPINNER GmbH apply.

* Mandatory information

¹⁾ The acknowledgement of a return application and assignment of an RMA number authorizes the return of the merchandise only. It does not automatically imply agreement with or consent to any complaints, warranty claims or requests to remedy defects or refund all or part of the purchase price. Similarly, whether or not repairs or recalibration etc. or other requested work can be done after the merchandise reaches SPINNER must also be clarified first.