

Repairs, Returns, Complaints



Return address:
 W. Baelz & Sohn GmbH & Co.
 Lilienthalstraße 26
 74078 Heilbronn-Biberach
 Germany

Please affix this form
 for the return of Baelz products **in a clearly visible place on the outside of the package**
 and e-mail it **in advance** to: sales@baelz.de

Date	
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Sender			
Customer		Contact person	
No., street		E-mail	
city, state, ZIP		Telephone	

Package	
Baelz project number (P.....)	
Baelz invoice number	
Baelz customer reference number	
Customer order number	

Product data	
Article number	
Description	
Nameplate data	
End user/Place of use	

Your query	
Have you spoken to anyone from Baelz regarding this matter?	no yes, name:
What is your query about?	What would you like us to provide?
Repair	Credit note
Return	Replacement
Complaint	Repair with quote
Description of damage / reason for return	

Conditions:

After assessing your query, Baelz will make a decision on how best to proceed. By submitting the goods, you accept our current terms and conditions. If, in exceptional cases, we agree to take back goods, the following prerequisites apply:

1. You have paid the relevant Baelz invoice.
2. The goods are unused, in pristine condition and no older than 3 months.
3. 40% of the product value, but at least 100,00€ net will be charged for the assessment.
4. Custom-designed products, heat exchangers and control cabinets cannot be taken back.

A credit note can only be supplied after return and assessment of the goods.

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Declaration of Contamination Status



i *Your request can only be processed with a fully completed Declaration of Contamination Status.
This serves to protect our employees and our operational facilities.*

Contact with hazardous substances - The goods returned by us:								
have not been in contact with hazardous substances.								
have been in contact with hazardous substances.								
have been in contact with radioactive substances.								
Labeling of hazardous substances								
	Inflammable	Toxic	Corrosive	Explosive	Oxidizing	Health hazard, CMR*	Irritant, sensiblizing	Environmental hazard
Substances with which the goods have been in contact:								
Substances used for cleaning the goods:								

* carcinogenic, mutagenic, reprotoxic

Please enclose safety data sheets if the substances are classified according to the Hazardous Substances Ordinance.

Protective measures				
Before shipping, the goods have been emptied and cleaned. For further handling:				
no particular protective measures are necessary.				
the following protective measures are necessary (tick as appropriate):				
Safety goggles	Protective gloves	Safety mask	Protective clothing	Respiratory protection
Additional information:				

We confirm that we have filled in the present Declaration of Contamination Status completely and accurately. The returned goods have been carefully cleaned and are free of residues in potentially dangerous quantities. The consignment of goods complies with the current legal requirements. We accept full liability and will bear any subsequent costs for damage occurring due to contaminated goods.

YES
Mandatory!

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