

Dear customer,

The following document must be enclosed, completed and signed, with each return delivery to WDT. Otherwise, we reserve the right not to process your return or to charge you for any additional costs incurred.

Please refer to the further provisions for returns as well as the clearance declaration on page 2 of this document or on our website: <https://www.werner-dosiertechnik.de/Service>

The fields marked with \* are required fields:

**Sender / customer:**

<b>RMA number</b> (see page 2.)		Phone	
Your reference / commission		Fax	
Customer number		Email	
Company*			
Contact person*			
Street*			
City/postal code*			

**Article:**

Returned item* (code number/description)	
Device serial number* (see identification plate)	
Device type designation	
WDT delivery note / invoice	

**Reason for return\* (please check)**

- Wrong delivery / wrong order
- Warranty check
- Repair
- Other

**Detailed fault description\***

**Did you have any prior contact with WDT? If so, your contact person\***

**Clearance declaration\***

Due to national and European legal regulations such as UVV, Chemicals Waste and Water Management Act, all commercial companies are obliged to protect people and the environment from harmful effects when handling hazardous substances.

**The undersigned hereby declares that any "wetted parts" (chlorine, acid, fragrance, water, etc.) which are returned have been completely emptied and cleaned inside and out prior to shipment / provision and are therefore free of harmful substances.**

**WDT assumes no liability for personal injury or damage to property caused by components that have not been cleaned or emptied (e.g., chemical burns, corrosion, water damage, etc.).**

**We confirm that the above information is correct and complete and that shipping is done according to the legal provisions.**

Name (in block letters)	Date	Signature
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**Return provisions WDT**

1. The **RMA document in connection with the clearance declaration** must be **enclosed, completed and signed**, with every return to WDT. Otherwise, we reserve the right not to process your return or to charge you for any additional costs incurred.
2. The **RMA document** is available **on our website for printing / download** or it can be requested directly from us: <https://www.werner-dosiertechnik.de/Service>
3. **Please notify us of your returns via email: [info@werner-dosiertechnik.de](mailto:info@werner-dosiertechnik.de)**  
We will then provide you with an **RMA number** in advance.
4. Please enter this **RMA number** on the **RMA document** (page 1.).
5. Please **pack the goods properly** (ideally in the original packaging) to preserve any warranty claims and avoid transport damage.
6. **For the return of electronic components** (control- and transformer boards...), please use the "ESD packaging" of the replacement parts received, if possible, or use equivalent packaging.
7. **Returns** must be sent to the **following address:**

WDT Werner Dosiertechnik  
GmbH & Co.KG  
Hettlinger Str. 17  
D-86637 Wertingen

We thank you in advance for your assistance and look forward to a continued good cooperation!