

Complaints / Factory Inspection

In order to ensure a speedy processing of returned articles, we ask you to note the following process for a complaint or reclamation of our products:

■ **Please fill out the return form on the following page and enclose it with the shipment. Processing cannot take place without a return form.**

■ **the consignment is sent carriage paid to our factory in Mulda:**

Adress: Zenner International GmbH & Co.KG, Talstr. 2, 09619 Mulda

■ **freight collect deliveries cannot be accepted**

It should be noted that any replacement delivery made in advance is made without recognition of a legal obligation. A replacement delivery on invoice will be credited immediately in case of a justified complaint. In case of an unjustified complaint, you as the client of the complaint inspection will be invoiced for the costs incurred (see separate list)

If you have any questions, please contact:

vertrieb@zenner.com

ZENNER International GmbH & Co. KG

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Geschäftsführer

Alexander Lehmann

Persönlich haftende Gesellschafterin

ZENNER Verwaltungsgesellschaft mbH

Baden-Württembergische Bank

IBAN DE78 6005 0101 0008 1456 82
BIC SOLADEST600
Konto 8145682

Information sheet

REQUEST FOR RMA (Return of Merchandise Authorisation)

Customer:	
ZENNER cust. no.	
Contact person:	
Tel:	
Fax:	
E-mail:	

SAP Code ZENNER	Description	Serial number	Qty	ZR Invoice number	Invoice Date

Reason for return:

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ZENNER International Quality Management must be contacted and informed of any returned product.

Comments:

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ZENNER contact person:		Date:	
RMA No. for this return:		Date:	
ZENNER QM release:		Date:	
ZENNER Sales Management release:		Date:	

To be sent to ZENNER: vertrieb@zenner.com

Information sheet

Description of product deficiency

Return of	quantity :	Invoice date:
Customer:		
ZENNER cust. No.		
Contact person:		
Tel:		
Fax:		
E-mail:		
ZENNER RMA No:		Date :

SAP Code ZENNER	Serial number	Description	Customer Diagnostic

Please include this document with your shipment.

Costs incurred for unjustified complaint processes

In case of an unjustified complaint, you as a client who requested the complaint check will be charged the costs incurred

Type	Q3 (nominal flow)	DN (nominal diameter)	Service fee Euro/pc)
Inspection costs for water meters			
Cold and hot water meters	2,5 – 16	15 – 40	18,00
Woltman bulk water meters	25 – 400	50 – 200	70,00
Compound water meters	25 – 250	50 – 150	150,00
Inspection costs for compact heat / cooling energy meters / ultrasonic meters			
Compact heat /cooling energy meters / ultrasonic meters	15 - 40		60,00
Plus proportional incidental expenses			
	2,5 – 16	15 – 40	33,00
	25 – 63	50 - 80	82,00
	100 - 250	100 - 150	115,00
Inspection costs for ZENNER IoT sensor technology			18,00
Inspection costs for IoT sensor technology from other manufacturers			18,00