



AFTER-SALES RETURN

Return instructions:

To ensure the safety of our employees and to comply with applicable regulations on health and safety at work, we must avoid any risk related to hazardous substances (chemicals, bacteria, viruses, etc.).

To help us:

- Fill in the forms (available on the following pages).
- Place them visibly on the shipping package.

These forms are essential for fast and efficient processing of your return

 **Warning: Any return without a form will be refused**



Delivery address

Company BAMO Mesures  
22 rue de la Voie des Bans  
95100 ARGENTEUIL

Contact

 (+33) 01 30 25 83 20  
 sav@bamo.fr



# AFTER-SALES SERVICE RETURN FORM

PLEASE SEND THIS DOCUMENT TO US BEFORE ANY EQUIPMENT RETURN  
You may then ship your equipment directly to us without waiting for a reply from us. Tout matériel  
Any equipment received without this document will remain pending.

## HOW TO SUBMIT MY AFTER-SALES RETURN FORM?

Send the form to the following address : [sav@bamo.fr](mailto:sav@bamo.fr) and place one copy on the parcel.  
Your contact at BAMO

### CUSTOMER INFORMATION

Customer code:  
Company name:  
Name:  
Phone:  
Email:

### REASON FOR RETURN

Parcel / equipment damaged upon delivery  
Fault noticed during commissioning  
Repair / Maintenance  
Return for credit note / Delivery error

### RETURNED ARTICLES

| Item reference | Serial no. (if existing) | Equipment in contact with a liquid? * | Comments (description of fault) |
|----------------|--------------------------|---------------------------------------|---------------------------------|
|                |                          | YES NO                                |                                 |
|                |                          | YES NO                                |                                 |
|                |                          | YES NO                                |                                 |

**\*The decontamination certificate** mainly concerns products in contact with a fluid (potentially dangerous). You can download it directly from [www.bamo.fr](http://www.bamo.fr) (Service section). **This second form must also be attached to the parcel** to inform the receiving department which personal protective equipment should be used. If equipment that has been in contact with a liquid is returned without the decontamination form, BAMO reserves the right to return the equipment at the customer's expense or charge for cleaning.

### EXAMINATION FEES FOR YOUR EQUIPMENT (Outside warranty)

This information concerns **only equipment returned for assessment if the warranty does not apply** (Terms and Conditions).  
After assessment, a quotation for repair or replacement will be sent to you.  
A purchase order is required to approve the quotation and start the repair.

#### Case no. 1: Quotation refused

The examination fees may be charged:

- Samplers: EUR 120 excl. VAT
  - Other devices: EUR 70 excl. VAT
- (Shipping and packaging not included)

Payment required before returning the equipment

#### Case no. 2: Quotation accepted

Examination fees not charged

I, the undersigned,

accept the conditions below and authorize BAMO to examine the returned equipment.

If the equipment is not repairable, I authorize BAMO to scrap the equipment (free of charge).

The After-Sales Service team remains at your disposal for any further information.



# DECONTAMINATION CERTIFICATE

PLEASE ATTACH THIS DOCUMENT TO YOUR PARCEL

## CUSTOMER INFORMATION

Customer code:

Company name:

Name:

Phone:

Email:

## EQUIPMENT INFORMATION

Device type:

Item code:

Serial number:

## DECONTAMINATION DECLARATION

|                | Designation | <br>Corrosive | <br>Flammable | <br>Harmful or irritant | <br>Acute toxicity | <br>Health hazard | No<br>Risk |
|----------------|-------------|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|------------|
| Process fluid  |             |                                                                                                |                                                                                                |                                                                                                           |                                                                                                       |                                                                                                      |            |
| Cleaning fluid |             |                                                                                                |                                                                                                |                                                                                                           |                                                                                                       |                                                                                                      |            |

Other risks:

### Legal provision :

In accordance with legal requirements and in order to protect our employees and our facilities, the duly completed and signed decontamination certificate is required before we can process your request. It must be attached to your shipping documents. Failure to comply with these instructions may incur your liability.

**Hereby, I certify that the returned parts have been thoroughly cleaned and are free from all toxic substances and any risk of contamination.**

Date:

Name and position:

Place:

Signature :