

Please note: Returned products will only be accepted in a clean and infection-free condition. Please confirm the fulfillment of this requirement under section 4)

Reference/ RMA-No.:							
1) Customer data				Loaner items (e.g. Demo)	Exchange/ Return/ Trade-In	Routine Maintenance/ Repair	COMPLAINT (Please complete section 5)
Company/ Facility:							
Contact name:							
Function, department:							
Address:							
Telephone:							
E-Mail:							
2) Product data (For complete sets, only the delivery note number is required)							
1. Item-No.:		1. Serial/LOT-No.:		☐	☐	☐	☐
2. Item-No.:		2. Serial/LOT-No.:		☐	☐	☐	☐
3. Item-No.:		3. Serial/LOT-No.:		☐	☐	☐	☐
4. Item-No.:		4. Serial/LOT-No.:		☐	☐	☐	☐
5. Item-No.:		5. Serial/LOT-No.:		☐	☐	☐	☐
6. Item-No.:		6. Serial/LOT-No.:		☐	☐	☐	☐
7. Item-No.:		7. Serial/LOT-No.:		☐	☐	☐	☐
Delivery Note-No. (for sets)				☐	☐	☐	☐
3) Maintenance bundle (Only applicable for customers outside of the US)							
☐ SILVER ☐ GOLD ☐ PLATINUM							
4) Declaration of decontamination							
☐ We confirm that the above-mentioned items being returned do not pose any risk of infection. The <u>items have been cleaned and processed</u> in accordance with the facility standards.							
☐ We confirm that the above-mentioned items being returned do not pose any risk of infection as the items have <u>not been in clinical use</u> (applicable to new products or show goods).							
5) Information on product problem (Required for COMPLAINTS)							
Please provide additional information about the problem(s) associated with the returned product(s)							
Was there an injury?				☐ Yes (Please answer the following questions) ☐ No			
Date of incident:							
Type of injury:							
Procedure:							
Patient position:							
Clamping force applied:							
Skull Pins used (please return for inspection):							
Case completed with same device (yes/no):							
Other components used with Headrest System:							
Suspected causal malfunction (if applicable):							
Additional information on the incident:							

Date, signature

Review: Preissler, Nicholas

Approval: Worms, Eric