



Return Material Authorization Form

Company name _____

Name/First name _____

Customer No. _____

Object/Measuring point _____

Phone _____

E-Mail _____

Contact person GWF _____

Date _____

Area _____



Thermal



Water



Gas



Electricity



System periphery

Reason for return / Detailed description of the defect: _____

Return _____

Surplus material¹ _____

Recycling _____

Misorder customer¹ _____

Misdelivery GWF _____

Service returns / from stock _____ book in again _____

Product complaint: Replacement² _____ Credit note² _____

Service _____

Water meter:
Control _____ Calibration _____

Heat/Cooling meter:
Official calibration³ _____ Measurement accuracy test _____

Gas meter:
Revision with official calibration _____ Calibration _____
Revision _____ With revision _____
Repair _____ With pre-test _____

Gas pressure regulator:
Revision _____ Repair _____

¹ Please see return policy on the next page ² if justified
³ Please use additional calibration notification form.

Product	Article No.	Year	Serial No.	SO Number	Quantity
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

For more products please use back side.

Place, Date: _____ Signature customer: _____

Important: For the return of material that has come into contact with hazardous substances, it is imperative that GWF is contacted in advance and a decontamination declaration must be attached to the outside of the package.

To be filled in by GWF	Inside Sales	Wareneingang
	Datum der Erstellung:	Datum Wareneingang:
	Name:	Name:
	RM oder CAS Nummer:	Bemerkungen:

Product	Art. No.	Year	Serial No	SO Number	Quantity

Return Policy

1. There is no general obligation to accept returns. The applicable terms and conditions, which can be viewed at www.gwf.ch/agb, apply. GWF AG alone reserves the right to decide on the acceptance of product returns. The return form must be fully completed, truthful, and enclosed with the return shipment, including the date and signature.
2. All returns must be registered with and authorized by GWF Inside Sales.
3. For products subject to calibration requirements with the current year's label, the return period is three months from the date of delivery or collection, but no later than the end of October of the same year.
4. For products not subject to calibration requirements, the return period is three months from the date of delivery or collection.
5. For returns of excess material or incorrect orders, a processing fee will be charged based on the condition and effort required, with a minimum deduction of 20% of the invoice value.
6. Returns exceeding 10% of the quantity ordered in the same transaction (for orders of more than 100 items) will only be accepted in exceptional cases.
7. A separate form must be completed and enclosed for each order number (SO number).
8. Returns will only be accepted if the product packaging is in perfect condition.
9. Used, soiled, damaged, or previously installed products cannot be returned. Such returns will not be processed or accepted.
10. Products missing any accessories will not be accepted.
11. Service, maintenance, or license items are excluded from returns.
12. Only goods delivered by GWF AG may be returned.
13. Custom-made products or pre-series items cannot be returned or credited.
14. A credit note will only be issued after the returned goods have been received, inspected, and processed.
15. The return date is determined by the postmark or the date of personal return.

Please contact export@gwf.ch first for delivery details and use the following delivery address:

GWF AG
 Arsenalstrasse 4
 CH-6005 Lucerne, Switzerland