



SMC Pneumatics Pty LTD  
ABN 64 000 543519

	<b>Product Return Request Sheet</b>	No	
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**Before completing**

- This sheet must be completed and sent to SMC Sales only if the product may have been used or contaminated with chemicals, chemical products and or attached with another possibly contaminated product.
- Please carefully read the cautions below before filling in this sheet.
- Please use one sheet with each product.

<b>For customer use</b>	Model no.		Manufacturing code			
	Product name		Operating period			
	Application					
	Purpose of return <input type="checkbox"/> Claim · <input type="checkbox"/> Investigation · <input type="checkbox"/> Repair					
	Content of failure or repair					
	Fluid					
	Cleaning by customer		Cleaning method			
			Result of cleaning			
	Expected delivery		Return of product	<input type="checkbox"/> Need · <input type="checkbox"/> No need	Notification	<input type="checkbox"/> Need · <input type="checkbox"/> No need
	Customer name					
	Address					
	Division					
	Telephone		FAX	E-mail		
Signature			Stamp	Date		

**Caution**

1. If there is no stamp in the signature box, this sheet is invalid.
2. The purpose of return is selected with reference to the following definition.
  - 1) Claim: When the product fails during normal operating conditions (per SMC's specification, catalog, drawing and or operation manual). Depending on the investigation result, a charge may be required. A claim cannot be considered if any of the following conditions are met:
    - a. A failure cannot be recreated by SMC (product operates normally).
    - b. An accidental operation resulted in breakage and or damage.
    - c. Failure to operate according to the catalog and or operation manual resulted in breakage or damage.
    - d. The product was retrofitted with parts either from SMC or from another source.
  - 2) Investigation: Our investigation applies to the case where cause of the trouble for the product is unknown. Since we presume the condition of the trouble and submit an estimate to you in advance (before investigation), please decide whether the investigation is required. Based on the result of the investigation, we will judge whether there is a charge for the product.
  - 3) Repair: Repair applies to all chargeable work to the customer for the recovery of the product's non-functionality. Since we presume the condition of the trouble and submit an estimate to you in advance (before repair), please decide whether the repair is required. We will charge all expenses, including cost for replacement parts to your account after we deliver the product to you. Based on the assumed condition of a product, a rough estimation, excluding purchased parts, is provided to the customer to help them decided whether a repair is necessary. After delivery of repaired product, actual expense including purchased parts will be invoiced.
3. The product shall be cleaned and checked for safety by the customer before return.  
If the product is not cleaned or checked, only a product confirmed to be safe, can be returned.  
Please note that the following products are not allowed to be returned.
  - ① Products contaminated with radiation
  - ② Products contaminated with PCB.
4. Please complete all blanks in this sheet because the data will be used as the criteria for judging the influence of the component parts.
5. Typically an investigation takes one month to be completed, however the investigation may be expedited in case of an emergency. In such an emergency, a separate discussion is required.

**Note. Customer information is kept confidential.**

**<Flow of return>**

Customer(fill in this sheet)⇒Relevant sales person(send this sheet)⇒Eng. div.(judge allowance of return)⇒Relevant sales person(notify judgment result)⇒ Customer  
Destination and method of returning the product will be notified separately.

**[For SMC]**

<b>For Sales use</b>	Branch		Person in charge	Stamp	Date
	Relevant Eng. div.	Date of return			
	Remarks				
<b>For Engineering use</b>	Allowance of return	<input type="checkbox"/> Yes · <input type="checkbox"/> No	Reason for refusal		
	Remarks			Appr'd	Prep'd