

Dear Sir or Madam,

to design the repair throughput times to be optimal for you, we have customized our repair process. This will result in innovations for you, about which we would like to inform in the following.

- You will get the necessary RM # for return deliveries exclusively via the Internet at

<https://www.yxlon.de/support/return-material-form>

- As a responsible manufacturer and supplier of industrial X-ray inspection systems, YXLON International GmbH is responsible for the health of its employees.
In order to protect our employees from health hazards caused by the receipt, dismantling or repair of potentially contaminated products, we ask you to have the declaration of contamination for each material / product to be completed, printed out and signed by an authorized person of your company and to include it in the bag for shipping documents.

Acceptance/repair will be carried out on products only if a fully completed, correct declaration of contamination is provided. If this is not the case, the corresponding repair will be delayed or omitted. **A separate declaration must be submitted for each device and each product.**

Any product shipped to YXLON International without the declaration of contamination / decontamination and not placed outside the packaging in a shipping paper bag will be returned to the customer unprocessed.
The resulting costs are to be borne by the sender.

- If following inspection and quotation you decline the repair you may be subject to service fee to cover product decontamination, disassembly, cleaning and evaluation.
Please also be advised that by sending your equipment to us, you have authorized us to partially disassemble the item for inspection or failure analysis. The act of disassembly may permanently damage old seals and bearings. If the product is subsequently deemed unrepairable or you decline the repair and request the item to be returned, we cannot ensure that it will be reassembled to working condition upon return.
- Please remove all adapters, fittings, valves, splinter protection, etc. which are not internal components of the product. YXLON will not be responsible for lost or damaged items that are not integral part of the product.
- For returns of digital flat panel detectors a comprehensive error log must be completed for error analysis.

We are sure that you share our concern for the safety of our personnel, and we request your full cooperation in completing these few additional steps before returning any products to YXLON.

- After you have entered all the necessary information interactively, you will automatically receive an E-Mail with the RM # and corresponding data as a PDF file. This function is available for you 24h / 7 days a week.
- Please give us detailed and precise error descriptions, product names and supplement the information with screenshots (error messages on the monitor), trace and/or log files.
- You can also add additional information about the error on your product in the comment fields of the online form.

YXLON

Technology with Passion

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LBA zertifiziert als
Bekannter Versender /
Known Consignment



Please note:

- **The return of goods must be significantly marked outside with the allocated RM # !**

In case of non-identifiable shipments (e.g. no RM-number labelling at the packaging or no completed declaration of contamination) the acceptance will be refused without exception. These kind of shipments will be returned unchecked to the sender or will be handed over to the freight forwarder for return transportation. All additional costs thereby incurred will be borne by the sender.

Consignments from countries that are not members of the European Union

Make sure that you always enclose an invoice with your return shipment.

Please note that the following information is included on the invoice:

- The material value (currency)
- The customs tariff number
- The RM number you have opened
- Your delivery conditions
- Your freight costs

With this data, we can ensure a smooth import and thus the processing time of your repair cases. You can also find all this data from the system delivery documents.

- **Electronic circuit boards / PCBs / single components cannot be repaired and will be disposed.**
- **Please attach the signed declaration of contamination to a document bag (to be attached outside of the packaging).**
- **The corresponding form pages can be printed individually and must be enclosed with the goods shipment.**

If you have any questions or suggestions, we ask you to contact our employees in the Service Desk. You can reach us during our business hours Monday - Friday, 08: 00h - 17:00h under



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++49 40 52720-273



repairsndt@hbg.yxlon.com

(Goods returned for repair, warranty repair or replacement within the scope of the standard warranty, incorrect deliveries or orders, other returns of goods)

<https://yxlon.secure.force.com/service/>

(Return of goods under ServicePass conditions (Y.Exchange, Y.WarrantyPass, Y.SmartPass, Y.LifecyclePass))

We are convinced that you will appreciate the overall more favorable handling of the repair process and would like to thank you for your support in this matter.

Your YXLON Service Team

YXLON
Life Cycle Service