# RETURN INSTRUCTION for ebm-papst Oy- products

Customer:

Order confirmation number or shipment number related to the return:

Case-No: (informed by ebm-papst sales representative)

Return cause:

A) wrongly ordered ☐ B) wrongly delivered ☐

C) defect product ☐ D) other return ☐

Additional information about the return reason (e.g. error description):

Customer's contact person: tel:

e-mail:

Please return part(s) to the following address:

**Returns, intact /unbroken products:**
ebm-papst Oy
Vitikka 6
02630 Espoo

**Returns, defective products:**
ebm-papst Oy
Puistotie 1
02760 Espoo

**Pack the products well,** preferably in their original packaging or in a similar manner. Please also enclose this form, completed. **We will not inspect poorly packaged returns.** Please note that the fan is not covered by the product warranty if it is poorly packaged or damaged during return transport due to incorrect packaging.

**Return options and contract numbers if ebm-papst Oy is responsible for the return costs (applies for returns from Finland):**

Postal package, ebm-papst contract No: **600369** (weight max. 8 kg)
Postirahti, ebm-papst contract No: **803605** (packages or other transport units with weight 8 kg or more)

Best regards,
ebm-papst Oy