

Important information for processing your return:

Please enclose the required documents with each shipment

In order to process your return shipment smoothly, we require the fully completed return bill and the signed declaration of decontamination. If it is not possible to clearly allocate, process or contact incomplete information, the consignment will be returned to the sender unprocessed.

Return of parts

Before dispatching the parts, contact the Bosch employee responsible.
spareparts@bosch-industrial.com

The return shipment is to be organized by the customer, with payment of the shipping costs.

Processing fees

Please note that a processing fee of at least €95 will be charged for the return of new parts. This depends on the processing costs. Freight and packaging costs will not be reimbursed. Returns must be made within 4 weeks of dispatch of the goods.

See also: 'Return shipment of parts'

Articles excluded from return

We ask for your understanding that items that we cannot reuse or cannot return to our supplier are excluded from return. This applies in particular to Wear parts, customized goods, programmed components or other special items. Further information can be found in our order confirmation.

Consignee:

Bosch Industriekessel GmbH
Ersatzteillager
Industriestraße 1
D-91710 Gunzenhausen
GERMANY

Consignor:

Company: _____

Street: _____

Postcode/place: _____

Country: _____

Customer No.: _____

Date: _____

Contact person: _____

Phone: _____

e-Mail: _____

Return Note



L014
Version 7 (04/25)

Delivery Note No.	Order No.	Serial No.

Material No.	Quantity	Unit	Description	Condition *	Serial No. component

* Please enter the reason for return in the corresponding column:

Return reason (RS-reason):

10 Wrong delivery of an item

30 Warranty check

20 New part returned (unused + in original packaging)

Please document the damage with a photo or video and send it to ersatzteile-de@bosch-industrial.com stating your boiler manufacturer number.

Damage pattern (detailed description) + measures taken: <i>*(mandatory field)</i>
What are the general and ambient conditions for your boiler system (temperature, environmental influences, contamination, air purity, etc.)? <i>(mandatory field)</i>

Correspondence Bosch Industriekessel GmbH with suppliers: *(will be filled in by Bosch)*

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Decontamination declaration to be completed by the customer

(Please always enclose the completed form with the return label)

Due to legal regulations and to protect our employees and operating equipment, we require the 'Declaration of Decontamination' signed by the operator of the plant before your order can be processed. Products and their parts will only be repaired/inspected if the declaration has been correctly and fully completed by authorized and qualified specialist personnel.

If the goods have been operated with aggressive, corrosive, flammable, toxic or water-polluting media, all parts in contact with the media and/or any affected parts must be carefully drained, decontaminated and rinsed. Suitable, safe transport containers must be selected for return and labelled with details of the medium and/or hazardous substances with which the goods have been in contact. This will prevent personal injury and damage to property caused by media residues and/or hazardous substances.

The sender assumes liability for all personal injury or damage to property due to contamination (chemicals / hazardous substances) in or on returned products after delivery.

The returned parts: (please tick the appropriate box)

- Have not been used in media that are hazardous to health (e.g. toxic, corrosive, chemically aggressive, radioactive, etc.).
- Area of operation _____ (for example dump etc.) and could be in contact with labeling obligations / harmful media.
- Was used for extraction of Chemicals. (Please declare labeling and chemical formula)

Labeling: _____

Chemical formula: _____

Concentration: _____

- Was completely blown out, and extraneously and internally decontaminated.
- Special safeguards for further handling are not necessary.
- Following safeguards are necessary:

We assure you that the above details are correct and complete.

City, Date

Signature and Stamp

** Additional information on the 24-hour spare parts hotline: +49 180 5010540*

Pricing of service numbers:

** 0,14 euros/min. from a German landline; maximum mobile phone charge 0,42 euros/min.*

Max. 0,10 euros/min. from the Austrian landline network. Costs for calls from mobile networks and international calls may vary. Please check the costs with your provider.