

Credit Return request form

General information

Products affected:

X-gateway, Communicator, Netbiter, Master Simulator, USB-RS232 dongle, Serial Server, ModbusTCP-RTU.

Products NOT affected:

Software such as NetTool, comDTM, JAVA SDK, LW-tool and all Embedded products (Anybus-S, -IC, -CC, -I/O, -DT) are NOT included and will not be refunded.

HMS will not refund the product(s) if the Credit Return request is issued later than 6 months after shipment date.

If there are any uncertainties regarding the shipment date please see the dispatch note or contact your local HMS representative. HMS's customer is responsible for the return shipment and freight costs.

IMPORTANT: Product(s) may not be shipped without a valid CRN number, and all packages must be marked with the CRN number clearly visible. The use of this form is mandatory. If both the 50% and 75% refund level applies, two separate forms must be used. Shipments which do not fulfill these requirements will be returned unhandled without prior notice.

Credit Return application facts

This is a 75% refund request. All products have complete and un-broken Factory Seal labels.

This is a 50% refund request. All products have broken Factory Seal labels.

Please note that ALL fields below must be filled out.

HMS Order number: _____ Total number of items: _____

Company: _____ Contact Person: _____

Phone: _____ Fax: _____ Email: _____

#	HMS Part number	HMS Serial number	Reason for return
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Date and location: _____ Submitted by: _____

HMS internal notes.

CRN (Credit Return Number): _____ Approved for refund*, sign/date: _____

HQ SCALA credit note #: _____ Local SCALA credit note #: _____

*Note; see HMS Credit Policy SSQ-1010-067 for instructions