Repair Process Customer Guide

Please note: only send the parts to be repaired to Blackbird in Garching, Germany if you also directly bought it from Blackbird in Germany. In any other case, please ask your supplier/system integrator how to proceed.

Return Delivery Process

1. step:
   - Fill out the *Return-Delivery-Form* completely (word-template available online)
   - Send the filled form to repair@blackbird-robotics.de.
   - Blackbird will send you a reference number afterwards.
2. step:
   - Print and sign the filled form.
3. step:
   - Carefully clean your product before returning it and drain all water tubes. Decontaminate if necessary. Returned systems must be free of hazardous substances. Scanners covered in dirt will be charged with flat fee for cleaning of 150,- € and the repair time is extended thereby. If unable to ensure that the product is free from hazardous substances, you must notify us before shipping.

   - 3rd party products such as cameras (e.g. Lessmüller, HEMA) or sensors (e.g. LWM) have to be completely unmounted and stored on your site (Blackbird is not liable for loss or damage of mounted 3rd party products).
   - Please use the original packing material to ensure that the product is optimally protected. If this is not possible, please use an adequate packaging to avoid any transportation damage (transportation damage is not covered by the warranty).
4. step:
   - **Please note the subsequent guideline** ("returning from outside the European Union")**.**
   - Enclose the printed proforma invoice to the shipment.
   - Enclose the printed form to the shipment (please see 2. step).
   - Ship to delivery address (please see Return-Delivery-Form).

When **returning a product from outside the European Union**, please adhere to the following additional guidelines:

- **PLEASE SEND THE SCANNER FOR REPAIR ONLY IN THE ORIGINAL BOX. BOXES THAT ARE NAILED SHUT OR UNOPENABLE WILL NOT BE ACCEPTED AND WILL BE PROMPTLY RETURNED TO YOU.**

- For returns from outside the European Union please use FedEx exclusively as your courier because they provide the best and quickest service for clearing customs. Customs clearance with other couriers may be very expensive and time consuming, as some of them offer very limited import services.

- Please add the following information to the proforma invoice:

  - „For repair"
  - Blackbird reference number (please see 1. step)
  - Product name
  - Product serial number
  - Customs tariff number
  - Country of origin (as stated on the referring invoice)
  - Product value (original purchase price).
    Make sure you state the correct product value – do not declare a lower value. We are obliged to declare the original purchase price for both import and export – otherwise you might have difficulties re-importing the repaired goods into your country. On documents accompanying the return shipment we will always declare the correct product value along with the repair value. For warranty repairs this means the value of the replaced parts, for other repairs the total repair costs.
  - Packing list (number of packages, net/gross-weight, dimensions)
  - "Customs and duties to be paid by recipient (Blackbird Robotersysteme GmbH)"

Please contact your sales contact or the service department at Blackbird if you need assistance to fill out the form or to send back the hardware.

Service: repair@blackbird-robotics.de

Repair Process

1. You will be automatically informed when the shipment arrived for repair.
2. You will automatically receive a quotation that includes:
   - Repair services,
   - Estimated repair duration,
   - Estimated repair costs.
   Note: **An official order from you is required to proceed with the repair**.
3. After repair, your product will be automatically sent back to you.

BLACKBIRD

Delivery address:

Blackbird Robotersysteme GmbH
Carl-Zeiss-Str. 5
85748 Garching
GERMANY

Fax: +49 (89) 307 484-701
Mail: repair@blackbird-robotics.de

Customer address:

Return Delivery Form

Reason for product return:				
☐ Repair	☐ Purge-air inlet	☐ Checking	☐Modification	☐ Return
Product information				
Product		Serial number		
Precise error description / Modification				
Customer contact person				
Name				
Telephone				
Email				

Date, customer signature and name: _____