
Service process for recalibrations and repairs

Initial contact: Service contact for all queries

- 24/7 hotline for emergencies: +49 7121 140-222, available around the clock
- Online form on the homepage: [Service form](#), www.foerstergroup.com → Service & Solution → Contact Service

Detailed description of the service process

1. Opening and assignment of a service ticket (RMA number)

- All relevant information can be entered in the contact form: company, contact person, device type, serial number, detailed description of the fault ▶ a ticket number (RMA number) is automatically assigned.
- After submission, a confirmation email is sent with a unique ticket number (RMA number), which serves as a unique reference for all inquiries.
- The ticket is recorded internally and assigned to a service employee responsible.

2. Return the defective device or component to FOERSTER

- The device must be sent to Institut Dr. Foerster with a printout of the ticket number (RMA number) enclosed.

Address: Institut Dr. Foerster GmbH & Co. KG, In Laisen 70, 72766 Reutlingen, Germany

3. Goods receipt & allocation

- In the goods receipt department, the equipment is accepted, checked for damage, and allocated to the employee responsible.

4. Inspection & cost estimate

- The service employee carries out a comprehensive incoming inspection and documents the condition of the equipment.
- Based on this, a cost estimate is prepared.

5. Approval by the customer

- The cost estimate is sent to the customer for approval.

6. Repair & shipping

- After approval:
 - The product is repaired or recalibrated, retested, and approved.
 - At the same time, an invoice is generated.
 - The product is then shipped to the customer.

7. Completion & documentation

- The service completion report is created (including measures, tests, photos if applicable).
- Customers can provide feedback via a link in a survey email
- All relevant information (tickets, RMA, approval, repair) is archived in the system for future reference.

Service process Support / On-site services

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2. Analysis of the issue

- The team will analyze the issue based on the information provided.
- In support cases, you will receive technical support and remote assistance from our team, provided that a solution can be found without us having to visit your premises. We reserve the right to charge for any work exceeding 30 minutes and for remote assistance. Please refer to our General Terms and Conditions for more information.
- If a support case cannot be resolved remotely or if an on-site visit is requested at the outset, our team leaders will contact you to agree on the scope and timing of the requested service. You will then receive a cost estimate from us.

3. Approval by the customer

- The cost estimate is sent to the customer for approval.

4. On-site service

- After approval:
 - Our service technicians will come to your premises and perform the agreed services.

5. Completion & documentation

- The service completion report is created (including measures, tests, photos if necessary).
- The customer can provide feedback via a link in a survey email.
- All relevant information (tickets, approval, repairs) is archived in the system for future reference.