

The process for repair or calibration orders for Swiss customers

You have some material (*) you would like to send to Darmstadt.

* For calibration, repair, as a return, to be checked, etc.

There are only **5 steps** to follow to make sure the shipment can be picked up without any problems (delay).

1 Go to the following website:

<https://www.hbm.com/de/0089/reparatur/>

- Fill in this form and describe the matter as accurately as you can.
- You will immediately receive a unique RMA number via e-mail, to which you can always refer.
- Please print the confirmation e-mail from HBM and enclose it in your delivery to HBM.

2 Fill in the shipping order.

- See: [\[LINK\]](#)

3 Create a proforma invoice, which must show the following details:

- Material no. and serial no.
- Country of origin of goods
- Customs tariff number of goods
- Quantity information
- Purpose of shipment
- RMA no. of HBM

See customer
template -
proforma invoice

- **Do not forget the recipient:**

Hottinger Baldwin Messtechnik GmbH
Department: V-SO
Im Tiefen See 45
DE-64293 Darmstadt

4 Please send the shipping order and proforma invoice to the following recipients:

- beschaffungslogistik.frankfurt@dachser.com
- rep-cal@hbm.com

5 Our logistics partner DACHSER will retrieve the shipment for you.

Generally the next day after the e-mail registration.

Other points to consider:

Please make certain the package is adequately protected!