

## 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 HBK and enclose it in your delivery to HBK.

### 2 Fill in the shipping order.

### 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-Nr. of HBK

**See customer  
template –  
proforma invoice**

– Do not forget the recipient:

Hottinger Brüel & Kjaer GmbH  
Abteilung: V-S0  
Im Tiefen See 45  
DE-64293 Darmstadt

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

- [beschaffungslogistik.frankfurt@dachser.com](mailto:beschaffungslogistik.frankfurt@dachser.com)
- [rep-cal@hbkworld.com](mailto:rep-cal@hbkworld.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!**