

# RMA REQUEST/DECONTAMINATION FORM

DATE: \_\_\_\_\_

## 1. DECONTAMINATION CHECK:

We will **not** accept delivery of any equipment that contains or is contaminated with hazardous substances. Please make sure all items are properly cleaned and decontaminated prior to returning to our facility.

### Please initial articles A through C:

- A-The returned product is **not** radioactive \_\_\_\_\_
- B-The returned product is **not** biologically active \_\_\_\_\_
- C-The returned product is **not** dangerous to human health and safety \_\_\_\_\_

### Please provide detailed information for articles D and E.

- D-If unit has been internally contaminated due to spillage, please indicate materials spilled: \_\_\_\_\_
- E-Briefly describe your application, including materials used: \_\_\_\_\_

**Decontaminating your equipment can be done by the following methods:**

- Gas Sterilization (Ethylene Oxide)
- Irradiation
- Disinfectant Wipe Down (i.e. 10% Bleach Solution),
- Scintillation Count (For radioactive applications. Please include isotope data.)

Your signature below certifies that the equipment has been decontaminated of any hazardous substances.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**\*\*Unclean or contaminated items will be rejected and returned to the customer at the customer's expense. Please do not send back any used tubing or accessories with your unit.**

## 2. CUSTOMER INFORMATION:

Institution/School/Company: _____	Original Order/PO # _____
Customer Name: _____	Planned Payment Method (if applicable): _____
Telephone: _____	_____
Email: _____	Customer Number (if known) _____
Return Shipping Address: _____	Bill to Address: _____
_____	_____
_____	_____

## 3. EQUIPMENT INFORMATION:

Catalog No.	Product Description	Problem (use back for details)	Serial No.
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**To Return for Credit, Exchange, or Replacement:** Contact for return in order to obtain a credit, exchange, or replacement must be made within 30 days of invoice date. Full credit is only applied if all items are in original packaging; however, all returned products are subject to inspection and approval by KD Scientific prior to credit or replacement; and all returns may be subject to a minimum 15% restocking fee. All returns for credit will be issued to the credit card or purchase order number that was used to place the original order. Some items are not returnable, including custom orders (98-xxxx catalog numbers). Products not in saleable condition will be returned to customer or a refurbishment fee will be assessed.

**To Return for Repair, Recalibration or Upgrade:** KD Scientific will not receive any used products or products requiring repair without a customer's signed decontamination form on file. In order to generate a valid RMA number, this form must be completed (noting catalog and serial number of instrument) and signed and then returned to the Repairs and Returns Department. Non-warranty repairs require payment via credit card or purchase order, prior to authorization releasing the repaired instrument back to customer's facility. Note: There is a minimum \$150.00 evaluation fee on all non-warranty repairs, which will be applied to any repair costs. Repair estimates can be provided upon request, which will include both parts and labor. All RMA inquires should be sent to the Repairs and Returns Department via fax (508-893-3189) or email ([repairs-returns@harvardbioscience.com](mailto:repairs-returns@harvardbioscience.com)).

**4. REASON FOR RETURN REQUEST:**

Please circle one of the following:

- ◇ Warranty Repair
- ◇ Non-Warranty Repair
- ◇ Recalibration/Upgrade
- ◇ Return for Credit/Exchange/Replacement

**5. DETAILED DESCRIPTION OF PROBLEM:**

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\*A signed copy of the form must be on file prior to obtaining a valid RMA number, under which a product may be returned to our facility for credit, repair, or inspection. Therefore, please fax (508-893-3189) or email ([repairs-returns@harvardbioscience.com](mailto:repairs-returns@harvardbioscience.com)) this completed form in order to progress forward with the RMA process.

Please contact the Repairs and Returns Department should you need further assistance completing this form.