

USA/CAD			
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If you would like to send your equipment in for service or repair, complete the following to enable our service department to help you the best way possible.

PLEASE READ CAREFULLY AND FOLLOW THE FOLLOWING INFORMATION:

SAFETY INFORMATION:
On the page number three you will find the GHS symbols for dangerous and hazardous products and materials. Please tick where applicable for the substances you're working with. Please amend H (Hazard statement) and P (Precautionary statement) numbers where necessary.

CLEANING INFORMATION:
Before sending your equipment back to us the equipment has to be cleaned/ decontaminated and should be free of any hazardous or harmful substances.

HANDLING INFORMATION:
If any special precautions have to be taken by our service people when handling your equipment, please specify on the second page under Handling Information.

COST ESTIMATE:
All repair and services with an order value of up to **\$200** will be carried out without a cost estimate/offer and without consultation.

Service estimates will be prepared at the request of customers on orders where the value exceeds **\$200**. We will make a processing charge of **\$90** if you request a cost estimate but later refuse our offer. This cost will be fully waived in the event of a repair or if a new device offered is ordered.

WARRANTY:
The original receipt must be enclosed.
No warranty services will be provided without proof of purchase in the form of the receipt. All products are covered under 2 years for manufacture defect.
























CUSTOMER INFORMATION	COMPANY		
	ADDRESS		
	CONTACT NAME		
	PHONE / FAX		
	E-MAIL / WEBPAGE		

DISTRIBUTOR INFORMATION (if applicable)	COMPANY		
	ADDRESS		
	CONTACT NAME		
	PHONE / FAX		
	E-MAIL / WEBPAGE		

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INFORMATION OF THE PRODUCT	PRODUCT MODEL	
	SERIAL NUMBER	
	ACCESSORIES INCLUDED IN SHIPMENT	
	PURCHASE ORDER OR INVOICE NO.	
	DATE OF PURCHASE	
	DESCRIPTION OF THE PROBLEM OR FAULT	
	APPLICATION INFORMATION (ie. Sample Type, Total Working Volume, Ratio of Sample: Buffer)	
	HANDLING INFORMATION	
DO YOU WISH TO RECEIVE A COST ESTIMATE?	Yes	No

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SAFETY INFORMATION		NON-HAZARDOUS MATERIALS	
		EXPLOSIVES	
		FLAMMABLE MATERIALS	
		OXIDISING SUBSTANCES	
		COMPRESSED GASES	
		CORROSIVE SUBSTANCES	
		ACUTE TOXICITY	
		HARMFUL SUBSTANCES	
		SUBSTANCES HAZARDOUS TO HEALTH	
		SUBSTANCES HAZARDOUS TO THE AQUATIC ENVIRONMENT	
		BIO-HAZARDS	
		RADIO-ACTIVE MATERIALS	
H-NUMBERS (HAZARDS):			
P-NUMBERS (SAFETY INSTRUCTIONS):			

With your signature you confirm that all above given information are true especially regarding **SAFETY, CLEANING AND HANDLING**. Be aware of in case of incorrect or not supplied data the service can be rejected.

Please e-mail or fax this document with the proof of purchase (only for warranty claims) with the product to your local retailer, our partners or to us directly. Please contact us with tracking information, so we can ensure a timely service.

Date

Signature

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