



Service Request Form

Product return form for calibration, repair
or warranty repair

Distributor claim number / stamp / signature: _____

SHIP TO: (company name, return address or seal)	Customer contact information: (Name, Phone number, E-mail address)
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Product Name or Symbol	Serial number	Service code*	Problem description (re. repair)/ customer suggestion/ purchase date

Please name all delivered accessories, samples or other test data - required to analyse / complete the service request:

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Offered services: Repair - **[N]**, Repair under warranty - **[G]**, Calibration level 1 - **[K]**, level 2 (3x4) - **[W4]***, level 3 (3x10) - **[W10]***
 * shall the ISO17025 pipette calibration be requested please fill in the CALIBRATION REQUEST FORM (refer to pricelist for more details)

DECONTAMINATION FORM **

SUBSTANCES HANDLED:	NO	/	YES, SPECIFY SUBSTANCES:
Health-damaging proteins	<input type="checkbox"/>	/	<input type="checkbox"/>
Risk group 1/2 biohazardous agents	<input type="checkbox"/>	/	<input type="checkbox"/>
Risk group 3/4 biohazardous agents	<input type="checkbox"/>	/	/ → <i>Instruments not accepted for service!</i>
Health-damaging liquid solutions	<input type="checkbox"/>	/	<input type="checkbox"/>
Radioactive substances	<input type="checkbox"/>	/	/ → <i>Instruments not accepted for service!</i>
Other substances:			

I confirm that: → *Instruments present no hazard due to contamination by any substances listed above*
 → *Before return, instruments have been carefully cleaned and decontaminated with:*

Safety recommendations: _____

Name and Signature: _____ **Date:** _____

****Notice:** For the safety of our employees, we ask you to complete this document thoroughly and attach it to the returned instrument(s).
 By accepting authorisation of this document, the user assumes all liability risks which would result from use of contaminated units.
 We will be unable to process your service request, shall the instrument be provided without the declaration completed and signed.

Special requests, customer / distributor suggestions: