



Alicat Scientific, Inc.

2045 N. Forbes Rd., Ste. 103 * Tucson, AZ 85745 * USA * Ph. (520) 290-6060 * Fax. (520) 290-0109 * Email info@alicatescientific.com * www.alicatescientific.com

PACKAGING AND SHIPPING INSTRUCTIONS

Once you have received an RMA Number, please follow the shipping instructions below to avoid shipping damage and help reduce the cost of your factory service.

Before packaging your instrument remove all connectors, from the unit's connector ports. We cannot recalibrate or repair a unit with connectors attached. If your connectors are left on the unit you will be charged for their removal. We are not responsible for damage to or loss of any connectors returned with a device.

Remove any cables or mounting brackets/materials from the device. Do not include any accessories unless the accessory is part of the repair problem. We are not responsible for peripheral components left attached to or sent with an Alicat Scientific device and you will be charged for their removal if this is required. We are not responsible for lost or broken accessories including fittings, tubing, manuals, cables, stands or filters.

We prefer that you return your device in its original Alicat Scientific shipping container protected by its original foam inserts.

If the original packaging is damaged or not available, thoroughly wrap each device separately in at least 2 inches of bubble wrap or soft foam cushioning. If you are shipping more than one device in a box, be sure there is at least 3 inches of cushioning material separating each device.

Label each wrapped device with your RMA Number.

Put the device in an appropriate sized and undamaged cardboard box with enough additional cushioning material so that the device will not move after the box is sealed. Seal the box with heavy-duty shipping tape, at least 2 inches wide.

Please write your RMA Number clearly on the mailing label or outside of the shipping box.



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RETURN REQUEST FORM

To expedite the recalibration / repair process, please complete the following information and fax back to:
520-290-0109 for a Return Materials Authorization Number before returning your product.

Company Name: _____
Ship to: _____

Contact Name: _____
Contact Phone: _____
Contact Fax: _____
E-mail: _____
Reference PO#: _____

Part Numbers	Serial Numbers

HAS THE DEVICE EVER CONTAINED OR BEEN EXPOSED TO ANY POISONOUS, CORROSIVE, HAZARDOUS, BIOLOGICAL, OXIDIZING, COMBUSTIBLE, RADIO ACTIVE, OR OTHER POTENTIALLY HARMFUL MATERIAL?

PLEASE CHECK: YES _____ NO _____ IF YES WHAT? _____

Reason for Return: _____

Please Send Unit(s) to: Alicat Scientific, Inc.
2045 N. Forbes Blvd. Suite 103
Tucson, AZ 85745
U.S.A.

To Be Completed by Alicat Scientific

Alicat Contact: _____ Date Faxed: _____

RMA#: _____