

## RMA REQUEST/DECONTAMINATION FORM

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PLEASE NOTE RETURNS (RMA) NUMBERS ARE ONLY VALID FOR 60 DAYS.

### .1. CUSTOMER INFORMATION

**Customer Name:**

**Customer No. (if known):**

\_\_\_\_\_  
**Institution/School/Company:**

\_\_\_\_\_  
**Orig. Order/PO #:**

\_\_\_\_\_  
**Phone:**

\_\_\_\_\_  
**Planned Payment Method (if applicable):**

\_\_\_\_\_  
**Email:**

\_\_\_\_\_  
**Return PO # (if applicable):**

\_\_\_\_\_  
**Return Shipping Address:**

\_\_\_\_\_  
**Bill to Address:**

### 2. RETURN CHECKLIST

The following must be included with the column when it is returned:

- Recent Chromatogram: showing any deterioration. This is especially important and required for Warranty Returns.
- Spare Resin: The spare resin which was initially supplied with the column must be returned as this is required for the repacking. Should no resin be returned, we will supply new resin (1 gram) but the customer will incur an additional charge. Should we not be able to supply this additional resin from the same batch number as the original, the column will require completely new resin (6 grams) and further charges will apply.

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### 3. COLUMNS TO BE RETURNED

We have two return options for you. You can either have your original column repacked and returned to you OR you can have your column exchanged for a recently repacked column from the exchange pool. The exchange method is much quicker however you will NOT see your original column again. You must indicate which option you choose for each column you are returning for service.

Column Type	Repack OR Exchange	Chromatogram Included	Spare Resin Included	Instrument Type	Qty.	Serial No.(s)	Date Last Packed
<b>Lithium</b>							
<input type="checkbox"/> High Performance (80-2104-12 or 80-6002-48)	<input type="checkbox"/> Repack (80-2112-17) <input type="checkbox"/> Exchange (80-2104-12UKR or 80-6002-48UKR)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Bio20+ <input type="checkbox"/> Bio30 <input type="checkbox"/> Bio30+			
<input type="checkbox"/> Accelerated (80-6000-76 or 80-6002-49)	<input type="checkbox"/> Repack (80-2112-17) <input type="checkbox"/> Exchange (80-6000-76UKR or 80-6002-49UKR)						
<input type="checkbox"/> High Resolution (80-2104-11 or 80-6002-47)	<input type="checkbox"/> Repack (80-2112-17)						
<input type="checkbox"/> Prewash (80-2104-13 or 80-6002-50)	<input type="checkbox"/> Repack (80-2117-34) <input type="checkbox"/> Exchange (80-2104-13UKR or 80-6002-50UKR)						
<b>Sodium</b>							
<input type="checkbox"/> High Performance (80-2104-15 or 80-6002-52)	<input type="checkbox"/> Repack (80-2112-17) <input type="checkbox"/> Exchange (80-2104-13UKR or 80-6002-52UKR)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Bio20+ <input type="checkbox"/> Bio30			
<input type="checkbox"/> High Resolution (80-2104-14 or 80-6002-51)	<input type="checkbox"/> Repack (80-2112-17) <input type="checkbox"/> Exchange (80-2104-14UKR or 80-6002-51UKR)						
<input type="checkbox"/> Prewash (80-2104-16 or 80-6002-53)	<input type="checkbox"/> Repack (80-2117-34) <input type="checkbox"/> Exchange (80-2104-16UKR or 80-6002-53UKR)						
<b>Sodium Oxidized</b>							
<input type="checkbox"/> High Performance (80-2104-18 or 80-6002-55)	<input type="checkbox"/> Repack (80-2112-17)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Bio20+ <input type="checkbox"/> Bio30			
<input type="checkbox"/> High Resolution (80-2104-17 or 80-6002-54)	<input type="checkbox"/> Repack (80-2112-17)						
<b>Polyamine</b>							
<input type="checkbox"/> Polyamine (80-2104-19 or 80-6002-56)	<input type="checkbox"/> Repack (80-2112-17)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Bio20+ <input type="checkbox"/> Bio30 <input type="checkbox"/> Bio30+			

## RMA REQUEST/DECONTAMINATION FORM

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### 4. DETAILED DESCRIPTION OF PROBLEM

### 5. 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.

Decontaminating your equipment can be done by the following methods:

- Run regen buffer 6 through the column to ensure that nothing hazardous remains on the column
- The column body should be wiped with an alcohol such as ethanol or isopropanol. **Do not use acetone.**

Please initial the following:

- The returned product is not radioactive
- The returned product is not biologically active
- The returned product is not dangerous to human health and safety

If unit has been internally contaminated due to spillage, please indicate materials spilled:

Briefly describe your application, including materials used:

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

Signature:

Date:

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### 6. RETURN POLICY

#### Return for Credit, Exchange, or Replacement

Requests for returns for credit, exchange, or replacement must be received within 30 days of the invoice date. Unless defective, all products must be returned unopened, unused and in original packaging/complete saleable condition for credit to be applied. All returned products are subject to inspection and approval by the respective Harvard Bioscience Company, prior to credit or replacement, and all returns will be subject to a minimum 20% restocking fee. All returns for credit will be applied to initial payment method (purchase order number, credit card, or bank transfer) that was used when placing the original order. Some items are not returnable, including custom products. Products not in saleable condition will be returned and invoiced to the customer or a refurbishment fee will be assessed.

#### Return for Repair, Recalibration, refurbishment, or Upgrade

No used products or products requiring repair will be received without a customer's signed decontamination form on file. Non-warranty repairs require payment via credit card, purchase order, or bank transfer prior to releasing the repaired instrument back to the customer's facility.

Note: There is a minimum 2 hours' labor evaluation fee assessed on all non-warranty repairs, which will be applied to any repair costs. Repair estimates or standard pricing can be provided upon request, which will include both parts and labor. The warranty period for repair labor and parts is 90 days.

Columns older than 3 years, or that have previously been refurbished, cannot be accepted for refurbishment.

#### Important Notes for all Returns

All returns must be accompanied by a copy of our return authorization form referencing a valid Harvard Bioscience company RMA# (Returned Material Authorization). RMAs will expire 30 days after the issue date. If the item is not received at the Harvard Bioscience company within 30 days, the RMA will be voided within our system and no credit will be given.

If you have any questions or are in need of further assistance, please contact the RMA department by email at [repairs-returns@harvardbioscience.com](mailto:repairs-returns@harvardbioscience.com) or at the company-specific contacts below:

Company	Telephone	Email
AHN	049 (0)3631	<a href="mailto:info@ahn-bio.de">info@ahn-bio.de</a>
Biochrom	01223 427890	<a href="mailto:returns@biochrom.co.uk">returns@biochrom.co.uk</a>
CMA	046 8 470 10 10	<a href="mailto:order@microdialysis.se">order@microdialysis.se</a>
Coulbourn	610 395 3771	<a href="mailto:repairs-returns@harvardbioscience.com">repairs-returns@harvardbioscience.com</a>
Denville	800 453 0385	<a href="mailto:info@densci.com">info@densci.com</a>
Harvard	800 547 6766	<a href="mailto:repairs-returns@harvardbioscience.com">repairs-returns@harvardbioscience.com</a>
Heka	049 6325 95 53 0 01 508 893 8999	<a href="mailto:support@heka.com">support@heka.com</a>
Hofer	01 508 893 8999	<a href="mailto:support@hbiosci.com">support@hbiosci.com</a>
Hugo	049 0 7665 92 00 0	<a href="mailto:info@hugo-sachs.de">info@hugo-sachs.de</a>
MCS	049 7121 90925 25	<a href="mailto:support@multichannelsystems.com">support@multichannelsystems.com</a>
Panlab	034 934 750 697	<a href="mailto:support@panlab.com">support@panlab.com</a>
TBSI	(919) 361 2663	<a href="mailto:sales@trianglebiosystems.com">sales@trianglebiosystems.com</a>
Warner	800 547 6766	<a href="mailto:techsupport@harvardapparatus.com">techsupport@harvardapparatus.com</a>