



RETURN MATERIALS AUTHORIZATION (RMA) REQUEST FORM

RMA# (Internal Use Only): _____

DATE: _____

1. CUSTOMER INFORMATION

Customer Name:

Customer No. (if known):

Institution/School/Company:

Original Order/PO #:

Phone:

Planned Payment Method (if applicable):

Email:

Return PO # (if applicable):

Return Shipping Address:

Bill to Address:

Qty	Catalog No.	Description	Problem (use section 2 for details)	Serial No./Batch No.

2. DETAILED DESCRIPTION OF PROBLEM

3. REASON FOR RETURN

Warranty Repair

Calibration/Update

Non-Warranty Repair Return for credit/Exchange/Replacement



DECONTAMINATION FORM

RMA# (Internal Use Only): _____

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.

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.)

Product Number _____ Serial Number _____

The Returned Product is (select the option that best describes the condition of the product):

New Unopened

New Opened

Used

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:



DECONTAMINATION FORM

RMA# (Internal Use Only): _____

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2. 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 15% 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 materials authorization request form referencing a valid Harvard Bioscience company RMA# (Return Materials 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 or at the company-specific contacts below:

Company	Telephone	Email
Biochrom	+44 (0) 1223 427890	returns@biochrom.co.uk
BTX Molecular Delivery Systems	+1 508 893 8999	support@hbiosci.com
CMA Microdialysis AB	+46 8 4701010	order@microdialysis.se
Coulbourn Instruments	+1 610 395 3771	repairs-returns@harvardbioscience.com
Harvard Apparatus	+1 800 547 6766 +1 508 893 8999	repairs-returns@harvardbioscience.com
HEKA Elektronik	+49 (0) 6325 9553-0 +1 508 893 8999	support@heka.com
Hoefer	+1 508 893 8999	support@hbiosci.com
Hugo Sachs Elektronik	+49 (0) 7665 92 00 0	info@hugo-sachs.de
Multi Channel Systems	+49 7121 90925 25	support@multichannelsystems.com
Panlab	+34 934 750 697	support@panlab.com
Warner Instruments	+1 800 547 6766 +1 508 893 8999	repairs-returns@harvardbioscience.com