

MP Call Number:.....

Name and Title: .....

Company: .....

Street Address (Room/Level/Department): .....

.....

.....

City: ..... State and Post Code: .....

Country: .....

Phone: ( ) ..... Fax: ( ) .....

Email Address: .....

When did you first contact us in relation to this service request? (dd/mm/yy) .....

<b>To action the request, an order number is required.</b>	<b>Order number:</b>
<b>The company does NOT accept credit card information via fax or email.</b> <i>If paying by credit card, please supply contact information so we can contact you for details or contact us on 1300 735 292 to process a credit card payment.</i>	
<b>Contact Name:</b>	<b>Contact Phone: ( )</b>

**Dear Customer,**

**Please read this notification before you send your pipettes for service to Thermo Fisher Scientific**

Operating procedure

- Complete this form and include it with pipettes being sent into Thermo Fisher Pipette Service Centre.
- For all warranty complaints, please describe the fault in as much detail as possible.
- Ensure you adhere to all shipping laws and regulations.
- All pipettes being sent in for service must have the "Incoming Assets" label printed and attached to the outside of the package. This label is on page 4 of this form.
- Please remember to sign the document.

Responsibilities

It is the responsibility of the pipette user to:

- Remove all substances which are dangerous for human health from the pipette so it is safe for human handling.
- Choose the appropriate decontamination method depending on what substances the pipette has been exposed to.

Pipettes must be decontaminated to:

- Adhere to all shipping laws and regulations.
- Ensure the safety of all service personnel.

Pipette decontamination

- *For biological substances:*
  - Virkon solution, <http://www.antechh.com/>
  - Autoclaving, (refer to manufacturer recommendations).
  - 70% Ethanol.
- *For radioactive substances:*
  - The pipette must be free of any radioactivity; declaration is required to be attached with this form.
- *For chemical substances:*
  - The pipette must be cleansed thoroughly of all chemical and hazardous material.

Conditions of repair

- Repairs cannot commence without a purchase order number.
- Cash sale customers are to complete payment before the repair is returned.
- Thermo Fisher Scientific is not responsible for:
  - Repairs without purchase order numbers.
  - Repairs that have not been claimed within 60 days of completion.
  - Delays in spare parts delivery from manufacturers.



## PIPETTE SERVICE REQUEST & DECONTAMINATION DECLARATION

Please indicate below the carrier to be used when returning your pipette:

<input type="checkbox"/>	<b>Thermo Fisher Carrier</b>	A packing & handling charge will apply
<input type="checkbox"/>	<b>Nominated Carrier</b>	
	Name of Carrier:	Account Number:

Please note that the return of pipettes **will not** be covered by Thermo Fisher Scientific's insurance, and as such Thermo Fisher Scientific Australia Pty Ltd will not accept any liability after it leaves our premises.

If you have any questions please contact us on 1300 735 292 or email [serviceau@thermofisher.com](mailto:serviceau@thermofisher.com)

# INCOMING ASSETS FOR THE SERVICE DEPARTMENT

**To:**

**Thermo Fisher Scientific  
Rentals Counter  
5 Caribbean Drive  
Scoresby**

**From:**

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