

To be completed for all instruments being returned to **Thermo Fisher Scientific workshop for repair, maintenance or calibration** only complete sections that are relevant to the service element that you are engaging Thermo Fisher Scientific. Please ensure that this document and the shipping label on page 6 are completed and attached to your asset and clearly visible. On completion please save a copy of this file and email the form to logacallnz@thermofisher.com. We will send you an update which will include the SV number and the shipping details for your instrument(s). Please note all Instruments being returned must have a completed Decontamination Certificate which is on page 5 of this form.

SV Number will be provided once the request has been entered by our Customer Care Team. **SV**

Name and Title: _____ Date: _____
Company: _____
Contact Name: _____
Street Address: _____ City: _____ State: _____ Post Code: _____
Phone: _____ Email: _____

Please indicate if the delivery address or billing address are different to the above details

Instruments not covered by warranty or contract will require a Purchase Order (PO) **PO**



Credit Card information, we will not accept credit card information via fax or email.

*If you wish to pay by Credit card, please supply contact information so we can contact you for details or contact us on (AU)1300 736 767 (NZ) 0800 933 966 Name: _____ Phone Number: _____
Please quote your **SV** number*

For return(s) of your instrument(s) please ensure that you nominate the carrier to be used and the account number.

Use my preferred Carrier Name _____ Account Number _____

Carriers contact number _____

Use the Thermo Fisher Carrier (Minimal fee of \$50.00 Packing & Handling charge will apply)

Please note that the return of the product(s) WILL NOT be covered by Thermo Fisher Scientifics' insurance, and as such Thermo Fisher Scientific New Zealand Ltd will not accept any liability after it leaves our premises.

Conditions of Repair;

1. A minimum assessment fee of **1 hour** applies to this instrument repair.
2. Repairs cannot commence without an order number.
3. Cash Sale customers are to complete payment before the repair is returned.
4. Every effort will be made to retain any data that is stored within the unit but data may be lost during service/calibration.
5. Thermo Fisher Scientific Ltd will not be responsible for;
 - a) Repairs without order numbers,
 - b) Repairs that have not been claimed within 60 days of completion, or delays in spare parts delivery from manufacturers

If you have any questions please contact us on 0800 933 966 or email logacallnz@thermofisher.com

SV Number

Instrument(s) sent to be repaired

Repair Return (Instrument 1)

MAKE:

MODEL:

SERIAL No:

Date Purchased:

Accessories:

Description of
fault and error
codes

Repair Return (Instrument 2)

MAKE:

MODEL:

SERIAL No:

Date Purchased:

Accessories:

Description of
fault and error
codes

Repair Return (Instrument 3)

MAKE:

MODEL:

SERIAL No:

Date Purchased:

Accessories:

Description of
fault and error
codes

Decontamination Declaration

For purposes of Occupational Health & Safety it is a requirement of ThermoFisher Scientific that all instruments being returned from use in live operating environments be accompanied by a completed certificate of decontamination. Please ensure that the unit(s) has/have been decontaminated before dispatch (against any hazardous material (e.g. biological, bacteriological, virological, chemical or radioactive) please specify below what decontamination procedure was used:-

Decontamination procedure completed (please fill in detail in the field below)

Additional precautions our staff need to know prior to servicing the equipment :

Please detail any specific precautions necessary before we commence work (please fill in detail in the field below)

Decontamination Declaration

I declare the instrument(s) being returned has/have been decontaminated. The procedure has been conducted to ensure the instrument(s) are safe to handle, and minimise chemical, biological and/or radioactive surface contamination.

Authorised by:

Date:

Position:

Failure to complete may result in the unit being returned at your cost.

The repair / service cannot be started until this section is completed

Thank you for contacting ThermoFisher Scientific Technical Services, your request for service has been logged.

Please return your goods as per the goods return label on the following page.

If you have any inquires please contact us on 0800 933 966 or email logacallnz@thermofisher.com

Please quote your **SV** number when contacting us.

SV..

Ship to the Attention of..

ThermoFisher
S C I E N T I F I C

From..

SV..