

Repair request form

Please complete and sign the form. Send it in with your equipment.

First name:		Surname:	
Contact person (if different from above):			
Company:		Purchase order number (if applicable):	
Physical address / PO Box:			
City:	State:	Postcode:	Country:
Email:			
Phone:		Mobile:	
Company stamp and legally binding signature:			

Would you like a quote prior to the repair process?

Yes

No

Please state below the shipping address of the equipment after being repaired only if it is different from the shipping address mentioned above:

Please note:

If repairs are submitted “under warranty” but are found to have been caused by accidental damage, misuse or do-it-yourself repairs, the warranty will be invalidated. The cost to repair will be estimated, and if declined, the minimum charge of (\$ 60.00) will apply. Declined estimates or a non-reply to an estimate within 30 working days, will still incur the minimum charge (if not already paid).

Equipment

Note: only supply the part(s) relating to the fault.

KISTERS is not responsible for any accessories or equipment lost during transit.

		Comment/fault description
Model		
Serial No.		
Repair		
Service		
Warranty request		
RMA No. (for internal use)		

How urgent is the repair?

Our standard repair time is 4 – 6 weeks depending on the fault. You can request an express repair (min. 3 weeks) for an additional charge. Please refer to the quote for the surcharge. Please be aware that our repair times may be subject to delays due to the availability/delivery times of any replacement parts.

Standard repair time

Express repair time

Further Equipment

Note: only supply the part(s) relating to the fault.



KISTERS is not responsible for any accessories or equipment lost during transit.

		Comment/fault description
Model		
Serial No.		
Repair		
Service		
Warranty request		
RMA No. (for internal use)		

Declaration of Contamination

Please complete this document accurately and include it **with the shipping documents** (attached to outside of package). KISTERS can only carry out repairs if this document is completed for safety reasons.

Caution: Extra **cleaning charges will apply** to all items returned in unsuitable or contaminated condition. Note that equipment containing **hazardous substances must not be shipped**. If you do not have the equipment or facilities to **properly flush and decontaminate** equipment, **DO NOT ship!**

KISTERS will not accept devices that were in close contact with either biohazardous materials or radioactivity and which were not properly decontaminated.		
In case the device is equipped with Lithium batteries: Remove them prior to shipping. KISTERS will refuse acceptance of returns containing Lithium batteries!		
Instrument type/s:	Serial number/s:	
Defects found and reason for return:		

Contamination of the instrument/s:

Contamination	NO	YES	Substances
Corrosive			
(Micro-)Biological			
Toxic			
Radioactive			
Explosive			
Other substances			

Safety Precautions

List of **all** safety precautions taken:

Declaration

I, _____, certify that the information provided on this form is accurate to the best of my knowledge.

I am aware of the process that is being undertaken by KISTERS and of the potential charges that may follow and for which I may be held liable.

I hereby confirm that I have taken note of the **current terms and conditions of warranty** (available on the KISTERS website).

Contamination

I hereby certify that the items have **not been in contact** with any hazardous substances and have been cleaned of mud, insects and other contaminants prior to shipment.

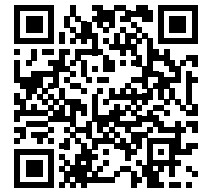
The items **have been in contact** with hazardous substances: **KISTERS' Declaration of Contamination** (page 3) has been duly filled in. It will be emailed to KISTERS together with this form prior to shipment.

Legally Binding Declaration

This is to confirm that **all necessary safety precautions** have been taken. We have taken responsibility for affixing all mandatory warnings to the outside of the package in accordance with the **Dangerous Goods Regulations**.

Date

Signature



**Dangerous
Goods
Regulations**

Shipping address

The Shipping address will be provided when your RMA is issued.

Warranty Terms

KISTERS, as the Supplier, warrants that it will, at its own discretion, replace, repair or refund products supplied by the Supplier in which, under proper installation (documented in a duly filled-in Service Sheet) and under proper operation and untouched by force majeure and in absence of any unauthorized alterations of the product or of the product components affecting its performance, defects appear, subject to the claim being made in writing to the Supplier within 12 months after dispatch or such other period as may be agreed on in the sales or service contracts, provided that the goods or parts are returned to the Supplier or a named service center appointed by the Supplier within that period suitably packaged and carriage paid and, where relevant in accordance with any particular instructions which the Supplier may have notified to the Reseller at the time of supply or at the time of notification of the defect.

Returned goods or parts thereof must be accompanied by an advice note stating the serial number of the device and the nature of any claimed defect, together with such further information as the Supplier may stipulate. In cases where the goods or parts thereof are replaced, the returned goods or

parts thereof shall become property of the Supplier. This warranty shall be in lieu of any warranty or condition implied by law as to the quality or fitness for any particular purpose of the goods except any implied by law which by law cannot be excluded.

Unless otherwise individually agreed on in writing per transaction the Supplier shall be under no liability whatsoever to neither the Reseller nor the end-customer for any indirect loss and/or expense (including loss of profit) suffered by the Reseller or the end-customer resulting from a defect. In any case, remedies of the Reseller or the end-customer shall be limited to damages. Under no circumstances shall the liability of the Supplier exceed the price of the goods. The Supplier shall not be liable for any loss or damage whatever due to the failure by the Supplier to deliver the goods (or any part of them) promptly or at all.

KISTERS reserves the right to request any defective product to be returned for inspection to determine if product warranty is applicable. We also reserve the right to replace or repair any product that falls under this warranty agreement.