**RETURN MERCHANDISE AUTHORIZATION (RMA)**

**INSTRUCTIONS**

Dear customer

We are committed to your satisfaction and will happily process your return of equipment for repair, refurbishing, replacement, or demonstration. For a smooth process, please follow the steps below:

1. Fill in the form completely and sign it.
2. Follow the decontamination instructions and fill in the certificate of decontamination.
3. Get your RMA case number from SECURECELL AG on <https://www.securecell.ch/en/rma-request>.
4. Pack the items securely. Use the box the items arrived in (original product packing) if possible. All returns must be properly and securely packed. The customer assumes responsibility for the product until it is received at our facility.

**Shipping Documentation Requirements**

Use this RMA form as a delivery note and send a copy of the form with the instrument, placed on the outside of the package. Returns will not be accepted without an RMA form.

A commercial invoice, packing list, and waybill must accompany the international shipment returned to SECURECELL. Please send us your commercial invoice for review before sending the shipment.

Your commercial invoice must include:

* Item description
* Part number, model number or serial number
* Value of the item (your purchase price). Include the statement: “for customs purposes only”.
* Add the statement “item(s) being returned for repair/replacement purposes”.
* RMA case number
* Customs tariff number
* Country of origin

**Ship your returns to:**

SECURECELL AG

RMA case number: XXXX

In der Luberzen 29

CH-8902 Urdorf

Switzerland

The item(s) should be returned using a courier service, e.g. FedEx International Economy.

The goods must be shipped according to INCOTERMS 2010 DDP. All transport costs and customs duties shall be borne by the customer. The transport's insurance is the customer's responsibility.

Please refer to our website www.securecell.ch for our current Terms and Conditions.

**RETURN MERCHANDISE AUTHORIZATION (RMA)**

**RETURN FORM**

RMA#:

COMPANY NAME:

SHIPPING ADDRESS:

CONTRY:

CONTACT NAME:

PHONE:

EMAIL:

REASON OF RETURN: Please select

**List of items:**

|  |  |  |
| --- | --- | --- |
| INSTRUMENT TYPE: | SERIAL NUMBER: | DESCTRIPTION OF DEFECT\* |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

*\* In case of repairs/warranty repairs please note: Give a detailed description of the fault that occurred. “Defect” for example is not detailed enough. If necessary, please use an additional page. This helps us to avoid queries and can speed up the whole process.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| Place, Date |  | Signature |  | Company stamp |

**RETURN MERCHANDISE AUTHORIZATION (RMA)**

**CERTIFICATE OF CONTAMINATION**

This form is for use when returning equipment to SECURECELL AG for repair, refurbishing, replacement, or demonstration.

Any equipment that has been located in a biological or chemical laboratory must be assessed and, if necessary, decontaminated before acceptance by SECURECELL. SECURECELL AG does not accept equipment that has been exposed to radioactive contaminates or biosafety level 4 laboratories.

**Decontamination information**

|  |  |
| --- | --- |
| Has the instrument been exposed to any infectious agents/biological samples assigned to biosafety levels 2 or 3? | Please select |
| * If so, please indicate the agent and biosafety hazard class. | Please select |
| *Please note that SECURECELL AG does not accept equipment removed from biosafety level 4 labs!* | |
| Has the instrument been exposed to chemical solutions? | Please select |
| * If so, please list the chemicals used in the instrument with their concentration level. |  |

**Decontamination procedure**

Please indicate how the instrument was disinfected and cleaned by checking one or more of the decontamination procedures described below:

|  |  |
| --- | --- |
|  | **Equipment not contaminated**  Customers/users certify that the returned equipment has not come into contact with, or contain any infectious agents or chemical solutions. |
|  | **Contact with infectious agents**  The instrument was thoroughly decontaminated by:   1. cleaning the internal tubing and sample path according to the procedure described in the user’s manual, using Mucasol® cleaning solution, or Mikrozid® AF liquid, or equivalent. 2. spraying or wiping down the surface with 70% Isopropanol or Ethanol. The disinfectant remained on the unit for a minimum of 10 minutes. |

By accepting authorization to return the product, I assume all responsibility for all chemical and biological decontamination and cleaning. I understand that SECURECELL AG has no obligation to repair or service any product unless adequate information if provided to ensure the safety of all personnel handling the exposed goods.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| Place, Date |  | Signature |  | Company stamp |