

INHECO RMA Request

RMA Number:

to be issued by INHECO

Please complete and sign this document and Email it to Tech hotline@inheco.com or Fax it to number +49 89 899593149 to receive an INHECO RMA Number. **Do NOT ship without this number.**

	Customer Company Data	Return Address for devices (if different from Company Data)
Company:		
Contact Person:		
Address:		
Phone/Fax:		
Email:		

Vendor: INHECO Third Party: _____

Your internal RMA number: _____

INHECO part #*	INHECO part description*	INHECO Serial #*	Reason for return / Failure description. If need be, please send additional detailed description per email

* as shown on label of device

Please note: The Incubator Shaker MP and DWP need a transportation lock, the ODT[®] Thermocycler a protection insert for transportation! If these units are sent without these protective measures, they may get damaged during transport. All drawers, doors, lids or other moving parts of all units (if applicable) must be in the "closed" position for shipment!

Have you already contacted INHECO regarding this failure? by email by telephone call website no

If yes: contacted INHECO employee (name) / date _____

RMA Compliance Statement for return of INHECO parts / devices

INHECO will only accept parts / devices for return that do not pose a threat to the health of our staff. In particular, the devices may not have been used in **Biosafety Level 3 and 4 environments, or have been exposed to radioactive or radiation materials.** Please answer the next questions to determine whether the units need to be decontaminated:

Q: The parts are new/unused/out of the box Yes No

 If the answer is yes, please disregard next questions and sign this form. If no, please answer next question

Q. The parts / devices have possibly been in contact with harmful substances: Yes No

 If the answer is yes, the units need decontamination, pls. confirm below. If no, please sign this form

The parts / devices have been decontaminated and cleaned, effectively removing or neutralizing all harmful substances and properties: Yes

I declare with my signature that the above parts / devices destined for return to INHECO do not pose any risk to the health of human beings, and that the devices have not been used in Biosafety Level 3 and 4 environments, or have been exposed to radioactive or radiation materials. INHECO staff can handle the devices without health risks and safety protective measures. I expressly state that any residue left on the device due to the usage of the device does not constitute any health risk. Any health or safety issues due to insufficient decontamination/cleaning of the returned products are the responsibility of the sending party.

Name, Job title

Signature

Date