

Return Instructions for Repair

- 1) Step 1 in addressing a problem or repair is to request assistance from technical support. Please contact us and receive our return authorization before returning. Many things we can be fixed by phone or e-mail instructions.
- 2) Step 2. If we both agree that it needs to be sent in you will get a return number and an RMA form (and see attached). Sable Systems **cannot** accept returns without authorization and a completed form, including the decontamination statement.
- 3) Step 3. Pack and ship the instrument.
 - Put the instrument in a box that is large enough to allow for 2” of padding all around.
 - Send only the instrument in question. Do not ship power supplies, cables or other accessories unless we have instructed you to send them.
 - Ship securely: use solid packing such as crumpled paper or bubble wrap. Loose packing like peanuts is not as secure and we will not guarantee against damage if such material is used without more reliable material. Use lots of packing material. **KEY** to a good packing job: if the lid can be easily pushed down after the flaps are closed, or the unit can shift side to side, you do not have enough packing material.
- 4) Include one copy of the form on page 2-3 in the box with the instrument. Please keep a copy of the return form for your records.
- 5) Send the package to us prepaid *and insured*. We strongly encourage you to use a form of delivery that allows for tracking of your package. Keep the tracking number with the return form.
- 6) **Import Repairs:** If you are returning an item from outside the United States, an additional instruction applies. You must include a Pro Forma Invoice clearly stating that the goods are of US manufacture and are being returned for repairs. Someone at your institution should be able to instruct you if you need help creating a Pro Forma Invoice.
- 7) Our address for repairs is:
 - Sable Systems
 - Attn: Repairs/ RMA _____
 - 6000 S Eastern Avenue Bldg 1
 - Las Vegas NV 89119
 - Tel: 702-269-4445
 - Email: support@sablesys.com

1. Person making the return
 - a) Name _____
 - b) Telephone number _____
 - c) Email address _____
2. What is being returned?
 - a) Model number _____
 - b) Serial number _____
 - c) Are any accessories or peripherals included? (list)

3. Decontamination information: Appropriate measures must be taken to assure the safety of Sable Systems personnel and all others who may contact your equipment in transit
 - a) Has this product been exposed to any infectious agents assigned to biosafety levels 2 or 3? _____
 - b) If yes, please indicate agent and hazard class?

 - c) Has this product been exposed to toxic, carcinogenic or radioactive substances?
 - d) If yes, indicate types and quantities

 - e) Decontamination procedure- check one

_____ **Equipment not contaminated.** Customer certifies that the returned goods have not come into contact with or contain any infectious agents, toxic, carcinogenic or radioactive substances.

_____ **Contact with infectious agents.** The equipment was thoroughly decontaminated by spraying it or wiping it down with 1 1:10 dilution of household bleach or a 1/2% solution of Lysol disinfectant or equivalent. The disinfectant remained on the unit for a minimum of 10 minutes before flushing with water

_____ **Contact with radioactive material.** The equipment was thoroughly decontaminated by cleaning it with a commercially available decontaminate solution (e.g Radiacwash or equivalent). The instrument must be surveyed with the appropriate instrumentation after decontamination and the results attached to this form.

_____ **Chemical Contamination.** The equipment was thoroughly decontaminated by rinsing areas associated with chemicals with a compatible solvent such as alcohol or water.

If you do not understand the above instructions or have questions, please contact Sable Systems at support@sablesys.com or 800-330-0465 for assistance

(Form continues on the next page)

4. Describe the malfunction as completely as possible. Attach recordings or plots or additional sheets if you wish.

5. How did the problem develop (if known)?

6. Do you need a pre-calibration report, as found data? (Yes/No) _____

7. Do you need a post calibration report? If yes, please indicate typical range of use, otherwise standard calibration points will be taken. (Yes/No) _____

8. If this service is not covered by the warranty, how will it be paid for?

Purchase order No: _____

Credit Card _____

We will contact you for your Credit Card Information at time of return shipment.

9. Do you need a repair estimate before we actually do the work? If yes, who should we contact with the estimate.

Name _____

Telephone Number _____

Fax Number _____

Email address _____

10. Complete address for return shipping- no PO boxes or mail stops please

Name _____

Company _____

Address _____

City, State Zip/ Post Code _____

11. For International Returns:

Tax Number (VAT, ABN etc) _____

Preferred Customs Broker _____

Broker Telephone & Fax _____

We will use Federal Express or DHL shipping unless instructed otherwise. If you would like us to charge return shipping to your FedEx, DHL or UPS account, provide the account number.