



*Standard Operating Procedure*

## Health And Safety Declaration for Return of Restek Products

Return Material Authorization No. \_\_\_\_\_

For health and safety reasons, we require certain information about the product that is being returned under the Return Material Authorization (RMA) number indicated above. Your help in providing the information requested below will allow us to better and more quickly serve you. Please return this completed form with the product. **Failure to provide the requested information will prevent us from working on the RMA.** Thank you.

1. If the product being returned is a chromatography column or a reference material, please include the analytical data and chromatogram generated by the QA Department at Restek and supplied with the product.
2. If this is a chromatography column, please provide a chromatogram of your results, with the analytical conditions, to help us more clearly understand the problem.
3. Has this product been used? If yes, please specify the material(s) and concentration(s) that were used with the product.

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4. Was any attempt made to remove the samples indicated above, and if so, what specifically was done?

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5. The product was purchased under PO# \_\_\_\_\_.

6. The information I supplied herein is complete and accurate, and any misrepresentation of the facts may negate warranties.

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Signature Date

Chemical standards must be returned within 10 days from the date the RMA# is issued, and all other products must be returned within 30 days. If a product is not returned within these time limits, or it is returned without a RMA#, Restek can refuse to accept it for evaluation or credit.

If a product is being returned because of an ordering error, credit is issued less a 10% restocking fee. The error must be brought to our attention within five (5) days after the product is shipped, and the product must be returned unused and in good condition. No credit will be issued if the product cannot be returned to stock because it is used or damaged. The restocking fee is waived if Restek was responsible for the error.

Columns and most consumables will normally be evaluated within seven working days after receipt, unless there are unusual or special circumstances. If you need a replacement immediately, we can send a new product (except for electronic products), **but we must invoice you for the item.** Credit is issued to your account if the returned product is determined to be defective. If the problem was system-related, or was caused by improper use or handling, the item will be returned to you, and the replacement invoice is due. We cannot stock used or damaged items.

If the item is not under warranty, it could be subject to a minimum bench charge. If additional problems are found, the customer will be notified before proceeding with repairs.

Restek will honor the original warranty of OEM resale electronic products. However, if the item is not under warranty, the customer is responsible for all repair costs charged by the vendor.