

To follow-up on the status of an existing RMA or for more details on standard service procedures, please contact a Service Representative at 1-800-446-7488 Option 4 or [Service@in-situ.com](mailto:Service@in-situ.com).

## Please follow these steps to return your equipment

### 1. Provide payment pre-authorization

Please call In-Situ Technical Support at 800-446-7488 option 3 to provide credit card information. If you already have a valid credit card on file, or if you have already been approved for a line of credit with In-Situ Inc., then you may simply enter the last 4 digits of the credit card that you wish to use or your purchase order number on the following page. Failure to provide payment pre-authorization may delay the processing of your RMA request and void the 7-day Service Guarantee.

There is a mandatory evaluation fee of up to \$150, per unit, on all non-warranty repairs and maintenance. To better serve all customers and provide the fastest possible turnaround time, In-Situ Service requires pre-authorization of \$350.00 per unit to cover evaluation, calibration, and some minor repair fees. This is simply a payment guarantee; actual service charges will be billed at the completion of service. If the needed repair fees exceed the pre-authorization limit of \$350.00, a Service Representative will contact you via email to provide an itemized Repair Quotation for your approval. If you decline repairs, you are still responsible for the evaluation fee, return shipping, and applicable taxes.

Sales returns and warranty repairs do not require payment pre-authorization. However, if your repair is determined not to be covered by the warranty, missing payment pre-authorization will delay service and void the 7-day Service Guarantee, and you will be responsible for the evaluation fee.

### 2. Complete and return this form

Please carefully read this entire form and complete all fields on the following pages as best as you can. Then email or fax the completed form to [Support@in-situ.com](mailto:Support@in-situ.com) or 970-498-1598. A Technical Support Specialist will promptly reply with an RMA number for each unit.

### 3. Ship equipment to In-Situ

After you receive an RMA number, please ship your equipment to In-Situ with the RMA number clearly printed on the box or address label. Please note that all equipment must be cleaned and decontaminated and all packages must arrive with all taxes, duties, and freight charges pre-paid; delivery will be refused for any package arriving with freight charges due. The regulations and requirements covering the export and re-import of equipment sent for repair varies depending on the country. When shipping equipment back for repair please use HS number 9801.00.1012. When we re-export the equipment back to you we will use 9801.10.0000 and list the value on the commercial invoice as \$50.00 for each unit and \$25.00 for each accessory.



**Lithium Battery Warning:** Please remove Lithium batteries or contact your freight carrier for details on how to properly ship prior to returning products to In-Situ. In-Situ **will not accept** shipments containing Lithium batteries that are not shipped in accordance with all applicable regulations and is required to report such shipments to the appropriate regulatory agency. (Please note: this does not apply to sealed internal lithium batteries such as in Rugged TROLLs, Level TROLLs and Aqua TROLLs.)

### Guidelines for Cleaning Returned Equipment

Please help us protect the health and safety of our employees by cleaning all equipment and decontaminating equipment that has been subjected to potential biological or health hazards, and by labeling such equipment. Unfortunately, we cannot service your equipment without such notification. Please complete the form on the last page certifying that the equipment has been cleaned and decontaminated and send it to us with each instrument.

- We recommend the cleaning product Alconox, available from In-Situ and from laboratory supply companies.
- Clean all cables and remove all foreign matter.
- Clean the cable connectors with a clean, dry cloth. Do not submerge the connectors.
- Clean the instrument including the nosecone, cable head, and protective cap. Do not submerge the connector.
- Clean pressure sensor faces by soaking in warm soapy water. Do not insert any item into the sensor opening.



If an instrument is returned to our Service Center for repair or recalibration without a completed Decontamination and Cleaning Statement, or if it is the opinion of our Service Representatives that the equipment presents a potential health or biological hazard, we reserve the right to withhold service until proper certification is obtained.

Please read the instructions on the preceding page and then fill out Sections 1 through 4 below as completely as possible. Then email this form to [Support@in-situ.com](mailto:Support@in-situ.com). A Technical Support Specialist will issue an RMA number, completing Section 5, and promptly return the form to you. Upon receipt of the RMA number, please ship the equipment to In-Situ Inc., as instructed in Section 6 on the next page.

## 1. Agree to the terms:

Please enter your name below to indicate that you have read and agree to:

- All the terms of this Product Return Procedure.
- Service charges up to \$350, including the mandatory evaluation fee of up to \$150, **per unit**, excluding items returned for restock or warranty repair.
- Clean and decontaminate all equipment before shipping to In-Situ Inc.

Name:

Date:

**2. Payment Pre-Authorization:**  Purchase Order  Credit Card  Warranty

**PO# or last 4 digits of CC and name on card:**

Please **call** to provide new credit card information: 800-446-7488, option 3. For your protection, please never submit complete credit card information via email or fax.

## 3. Return Shipping and Billing

<b>Return Shipping and Contact Information</b>		<b>Billing Information</b> <input type="checkbox"/> Same as Shipping	
Company Name:		Company Name:	
Contact Name:		Contact Name:	
Shipping Address: (No PO)		Billing Address:	
Email:	Phone:	Email:	Phone:
Return shipping method ( <i>Default is FedEx Ground</i> ):			Shipping Account:

## 4. Equipment Details:

Product Type: Please Select Product	Version / Model: Please Select Model
Product S/N(s):	Cable S/N(s):

Multiple units of the same model, being returned for the exact same reason, may be all entered on one form.

**Return Category:**  Repairs  Maintenance and Calibration  Sales or Shipping Error  Recycling or Scrap

**Primary reason for return:**

(Please be specific – I ordered wrong part, no communication, pH readings off, not calibrating RDO, visible damage, etc.)

If there is visible damage, please attach 1 or 2 clear pictures of the damage to your email.

**Is data extraction required?**  Yes  No

**International Only:** If you need a proforma invoice, and/or any additional comments please add them here:

**5.** An In-Situ Customer Service Representative will complete this section and promptly return this to you.

**RMA number:**

**Date Issued:**

RMA numbers are valid for 60 days. After that, please resubmit this form to receive a new RMA number.

**6.** Following receipt of your RMA number, clean and decontaminate all equipment, print the RMA number on the box or address label and ship all items to the address below. All packages must arrive at In-Situ with all freight fees, taxes, and duties pre-paid.

**Ship to:** In-Situ Inc.  
Attn: RMA # (your number here)  
221 E. Lincoln Ave.  
Fort Collins, CO 80524 USA

*If shipping from outside the United States and the value of the shipment is over \$2500, the shipper must include the following statement on the commercial invoice: "I declare this information to be true and correct. These are U.S. goods returning. The goods meet with the FCC standards and have not been modified." Followed by your actual signature, title, and date.*

**Service Charges** – All parts and labor charges are covered under a standard flat rate. Charges for completed repairs are invoiced on the date the shipment is returned to Customer. All payments due from Customer are net 30 days. There is a 90 day service warranty on repairs made during the RMA. Repair pricing does not include return shipment charges or applicable taxes. In-Situ may use factory-refurbished materials in the repairs it performs. Each RMA entails a mandatory evaluation fee up to \$150. Evaluation is required to produce an accurate repair quotation; this fee is mandatory and not negotiable, regardless of whether the total needed repairs are accepted or declined, but will be waived if the RMA is covered under warranty. By filling out this form and submitting it to In-Situ you are agreeing to pay the evaluation fee on each item included whether you provide a pre-authorized amount or not. **Unrepairable equipment will be scrapped after 1 month from evaluation email if the customer has not requested it back.**

**Return Shipping** – Following repair, your equipment will be returned to you via FedEx® Ground, unless an alternative method of transport is requested. Shipping will be charged to you at list price unless you provide your account number (FedEx, UPS, or DHL).



**In-Situ Inc. 7-Day Service Policy** (U.S. Customers Only)

In-Situ Inc. guarantees a seven-day\* turnaround for all serviceable products\*\* returned to In-Situ for calibration, maintenance, and/or repair. If In-Situ fails to return to the Customer any products within the "seven-day" time frame, In-Situ will waive its service fees. For the seven-day turnaround service guarantee to apply, the Customer must comply with the payment pre-authorization terms stated on this form.

If In-Situ does not return serviceable products to the Customer within the seven-day service period, and the Customer has complied with all terms and obligations, In-Situ will cover the costs of return shipping to customer, in the amount of standard ground shipping. Expedited shipping charges are the responsibility of the Customer. Policy subject to change without notice. In-Situ reserves the right to refuse service or honor this policy if it believes, in its sole discretion, that a customer is not acting in good faith.

\* The Seven-Day service period is defined as seven business days starting the day after customer authorization for repairs is received or starting the day after the equipment is received at In-Situ Inc.; whichever is later, and does not include weekends, holidays or weather-related closures. The seventh day is the day the product is shipped from the service department. If a replacement is requested, then the seventh day is the day the replacement order is entered.

\*\*This guarantee does not apply to: Orders of six or more items from one customer or from one office in a seven-day period, third party or buyout products (e.g., Tube/Cube/TROLL Link telemetry units; Rugged Tablets), obsolete products (e.g., TROLL® 9500 instruments), or any non-serviceable products (e.g., Rugged TROLL® 100/200; Rugged TROLL® Com; TROLL® Com device)

 <b><u>Decontamination and Cleaning Statement</u></b>  (To be printed and placed inside the box)	
RMA number(s):	
Company Name:	
Contaminant(s) (if known):	
Decontamination procedure(s) used:	
Decontamination verified by Signature:	Date:
Print name:	Title: