



SAN DIEGO INSTRUMENTS, INC
6295 Ferris Square, San Diego, CA 92121
Tel (858) 530-2600 Fax (858) 530-2646
www.sandiegoinstruments.com

RETURN MATERIALS AUTHORIZATION (RMA)

Company/Organization	
RMA No.	

RMA Instructions

Prior to returning products to San Diego Instruments, please contact SDI to describe the defect or fault and obtain an RMA Number. Enter the RMA number assigned in the field above. Complete Sections I – Product Information, II – Customer Information, III – Packing Slip and IV – Decontamination Certification and return via email or fax to the RMA Contact (below). **A \$250.00 CHARGE WILL BE APPLICABLE FOR ALL SYSTEMS RECEIVED BY SDI UNCLEAN/DISINFECTED**

Please include the Packing List and Decontamination Certification Form with your return shipment. Also, mark the RMA number you were assigned on the outside of the shipping container. All products returned to SDI for repair must be sent freight pre-paid regardless of warranty.

RMA Contact: Michele Lee • E-Mail: michele@sandiegoinstruments.com
 Ph: 858- 530-2600 x102 • Fax: 858- 858-530-2646

SECTION I - PRODUCT INFORMATION

(Please fill in completely)

Is the Product Covered Under SDI Warranty?

YES	NO	Date of Purchase (Approximately)
Invoice/Sales Order/Purchase Order Number (Please provide at least one)		
Product Description (Required)	Serial/Part Number	
Problem Description (Required)		



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SECTION II – CUSTOMER INFORMATION

(Please fill in completely)

Contact/Organization			
Address 1			
Address 2			
City	State	Zip	Country
Phone	Fax	Email	

Return Shipping Address (Complete if different from above)

Contact/Organization			
Address 1			
Address 2			
City	State	Zip	Country
Phone	Fax	Email	

Billing Information (For product repair invoice)

A/P Contact			
Address 1			
Address 2			
City	State	Zip	Country
Phone	Fax	Email	



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SECTION III - PACKING SLIP

Product that arrives without an RMA Number and a Packing Slip will not be processed until an RMA number is issued and the RMA form has been completed.

Please package the product securely to avoid further damage. SDI is not responsible for products that are damaged due to improper packaging or during transit.

Any alteration to the product (i.e., damaged due to misuse or serviced/modified by anyone other than SDI) will void the warranty and be returned to you un-repaired.

Return product Freight Pre-paid, F.O.B. to address below:

RMA No.	
SAN DIEGO INSTRUMENTS 6295 FERRIS SQUARE SAN DIEGO, CA 92121	

Box No.	Description	Qty



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SECTION IV - DECONTAMINATION PROCEDURES

IMPORTANT INFORMATION ABOUT RETURNING SAN DIEGO INSTRUMENTS' PRODUCTS FOR REPAIR

We are making every effort in our facility to prevent contamination of products from San Diego Instruments' facilities. For the benefit of your lab and all others to which we send products, we ask that you comply with the following procedures when returning products to us. We thank you in advance for helping us in this effort.

Due to the possibility of toxic chemical, biological and radiological contamination of our products in research labs, **WE REQUIRE THAT INSTRUMENTS BE CLEANED OR DECONTAMINATED BEFORE RETURNING THEM TO US FOR SERVICE.**

All **DEVICES** which have been subjected to radioactive, toxic, or carcinogenic materials or biohazard contamination, or which have been taken into a secured area, with controlled admittance and/or decontamination procedures area for such hazards, must be decontaminated in accordance with accepted decontamination procedures. The person responsible must certify decontamination for the contaminant control and decontamination procedure. We will refuse to service any device not certified if used under the circumstances above.

We otherwise require that **ANY DEVICE** coming into **contact with blood, body fluids, tissue, urine, feces or wastewater from human or animal subjects be cleaned and disinfected in accordance with Good Laboratory Practices procedures.**

We **reserve the right** to refuse to service a device used under the described conditions unless the principle investigator certifies that it has been cleaned in accordance with Good Laboratory Practices. We will clean it, if necessary, for an additional charge before servicing it.

Though the policy is not limited to the following, here are some items of particular concern:

Electrodes generally cannot be repaired. We do not accept any electrode for exchange unless it is defective upon receipt and has not been used on a subject.

SR-LAB Test Stations, other Enclosures, Cages, Mazes, and Runways must be washed in a disinfecting solution with particular care taken to remove all traces of food, hair, and fecal material buildup from all surfaces with which an animal comes in contact. Rinse them thoroughly in clean water and then air-dry them. Avoid saturation of electronic components.

Connection Chassis, and Control Boxes must also be cleaned in the same manner. Clean these devices using the same solution, procedure and cautions cited above.

Observe Good Laboratory Practices for cleaning, disinfecting and decontaminating all devices.

We have undertaken these steps in order to comply with State and Federal laws relating to hazardous materials in the workplace and our concerns for our employees' health.



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DECONTAMINATION CERTIFICATION FORM

PLEASE INCLUDE THIS FORM WITH PRODUCTS BEING RETURNED TO SAN DIEGO INSTRUMENTS

Please check the applicable statement below:

- The devices listed above **have entered a radiological, toxic chemical or biological hazard area**, or are otherwise **known to have been exposed** to radiological, toxic chemical, or biological contaminants known to be **hazardous to humans**. The undersigned certifies that they **have been decontaminated** and that no hazard is detectable by survey equipment.
- The devices listed above have been used with normal, healthy human or animal subjects or tissues or innocuous cultures and **have not been exposed** to radiological, toxic chemical, or biological pathogens or contaminants known to be hazardous to humans. The undersigned certifies that they **have been cleaned** and disinfected in accordance with good laboratory practice.
- The undersigned certifies that the devices listed above have been used with normal, healthy human or animal subjects or tissues or innocuous cultures and **have not been exposed** to radiological, toxic chemical, or biological pathogens or contaminants known to be hazardous to humans. They **have not been cleaned** or disinfected. If San Diego Instruments deems it necessary, they are authorized to clean them at an additional cost to be added to the repair invoice.

I, the undersigned, certify that the checked statement above is true and accurate.

Print Name & Date			
Organization			
Email Address		Phone	()
Signature			