**Returning instruments for service/repair**

See below for instructions on how to use this form

**RMA Number:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Goods under** **Warranty?** Yes No

**Shipment date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Equipment\*** | **Serial Number** | **Description of fault(s) or requested service** |
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\* If you require more room, please attach a second page with the RMA number on it

**List any accessories being included (i.e. cables, collars, etc.)**

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**Return shipping information:**

**Insure shipment upon return (additional cost to owner)?** Yes No

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Institute/Company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address 1: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address 2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Prov./State: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Postal Code:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Country: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Tel: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Please read all instructions before returning equipment to Eosense**

* Please complete the form on page 1 as best you can, then print and include it with your equipment.
* Obtain an RMA number from Eosense Inc. and include it on the form and on the outside of each shipping box.
* For international (outside of Canada) customers please see the next page for additional instructions.
* Please download all stored data from equipment before shipping. If you are unable to download the stored data before shipment, please inform Eosense.
* Please clean equipment before packaging. Returning soiled equipment for service may incur an additional cleaning fee.
* Please remove any wildlife from equipment before shipping.
* If available, pack your equipment in the original Eosense packaging. If you do not have the original packaging, safely pack your equipment using suitable packing material (bubble wrap, etc.) to ensure equipment is insulated from physical shock during transport. Eosense is not responsible for damage to products caused by insufficient packing.
* Ship to:

Eosense Inc.

Attn: Returns / Repairs

Unit 2A, 10 Thornhill Drive

Dartmouth, Nova Scotia, Canada

B3B 1S1

* We strongly recommend using UPS or Fedex “door to door” service. Eosense is not responsible for any unnecessary shipping related charges caused by incorrect preparation of documentation (freight, duties, taxes, etc.).
* For **warranty service**, all parts and labour are covered 100%. Shipping costs (including freight, duty, and taxes) for the return of equipment to Eosense is the responsibility of the equipment owner. Shipping costs (excluding duties, taxes, and insurance) for returning after repair are the responsibility of Eosense.
* For **service outside of warranty**, all shipping (including freight, duty, and taxes), parts, labour, and recalibration costs are the responsibility of the equipment owner. Eosense will prepare a quote/proforma invoice detailing the required parts, labour, and recalibration costs. Eosense will not begin repair work until receiving formal acceptance of the quote. Eosense must receive a formal Purchase Order (PO) or credit card number (MasterCard or Visa) from the customer prior to releasing shipments. After repair, Eosense will charge for both shipping and insurance unless otherwise notified. If you are insured and do not require insurance, please notify Eosense on the form.

**International Customers**

**All shipments not originating in Canada require a commercial invoice. The following information must be included on your commercial invoice on your letterhead when returning equipment for service/repair. (See next page for template).**

1. **Consignee.** Shipment should be addressed to:

Eosense Inc.

Attn: Returns / Repairs

Unit 2A, 10 Thornhill Drive

Dartmouth, Nova Scotia, Canada

B3B 1S1

1. **Remarks.**  Include the following statement:

NO SALE. Instrument returning to manufacturer (Eosense Inc.) for servicing and repair. To be re-exported from Canada following repairs.

1. **Description of Equipment.** Include quantity, description, serial number and price for each piece of equipment being returned. The unit price should be $100.00 per attached sample commercial invoice.
2. **Customs Notes.**  The following markings should also be included:

* Harmonized Tariff Number: 9813.00.00.97
* Canadian goods being returned to Eosense Inc. for service/repair.
* **Not for Resale**
* Country of Origin: Canada
* To be returned to **{Name of your Country}** following repair.

Number of Boxes: **Enter # of boxes**

Weight of Box(es): **Enter weight of box(es)**

Dimensions: **Enter dimensions**

Please include your signature, title, email address, and telephone number at the bottom of the invoice.

**A sample commercial invoice is included on the next page for reference purposes only.**

**Commercial Invoice**

**(This document is a SAMPLE ONLY. Please create your own invoice with the highlighted sections customized for your shipment)**

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| --- | --- | --- | --- | --- | --- |
| **1. Consignee: (Complete Name & Address)** | | | Date: **{DATE}** | | |
| Eosense Inc.  Attn: Returns / Repairs  Unit 2A, 10 Thornhill Drive  Dartmouth, Nova Scotia, Canada  B3B 1S1  Ref: **{RMA NUMBER}**  Telephone: +1(888)352-8313 | | | **2. Remarks:** | | |
| Instrument returning to manufacturer (Eosense Inc.) for servicing and repair. To be re-exported from Canada following repairs. | | |
| **3. Description of Equipment** | |  | |  |  |
| **Qty.** |  | **Description** | | **Unit Price** | **Subtotal** |
| **{QTY}** | **{Name of Product}** Serial No. |  | | $ 0.00 | $ 0.00 |
| **{QTY}** | **{Name of Product}** Serial No. |  | | $ 0.00 | $ 0.00 |
| **{QTY}** | **{Name of Product}** Serial No. |  | | $ 0.00 | $ 0.00 |
| **4. Customs Notes** | | | | | |
| * Harmonized Tariff Number: **9813.00.00.97** * Goods being returned to Eosense Inc. for **service/repair.** * **Not for Resale** * Country of Origin: Canada * To be returned to **{Name of your Country}** following repair. | | | | | |
| Number of Boxes:  Weight of Box(es):  Dimensions: | | | | | |

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| --- | --- |
| Signature: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Title: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Email: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Telephone: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |