



TROEMNER

Troemner Equipment Exposure / Decontamination Statement

All returns/warranty repairs must be accompanied by this completed and signed Equipment Exposure / Decontamination Statement to ensure each item is free of RADIOACTIVE, TOXIC or BIOHAZARD contamination.

A \$175.00 decontamination fee will be applied for any instrument returned without a completed and signed Equipment Exposure / Decontamination Statement.

CONTACT INFORMATION:

Return Authorization #: _____ Date: _____
Principal User's Name: _____ Phone: _____
Email: _____ Fax: _____

RETURN SHIP ADDRESS:

Company Name: _____
Department/Attn: _____
Address 1: _____
Address 2: _____
City _____ State: _____ Zip: _____
Product Being Returned/Catalog #: _____ Serial #: _____
Reason for Return: _____

By signing below, I certify that this piece of equipment has been carefully cleaned and decontaminated from substances which can be dangerous to human health, such as dangerous chemicals, biohazard materials, infectious organisms and that any radiation present is of a background level only. In addition, I fully understand and will comply with Troemner's Return/Warranty Repair Policy.

Signature: _____ Date: _____
Name (print): _____ Phone: _____
Company Name: _____
Email: _____



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Returns/Warranty Repair Checklist

- Step 1: Contact Troemner's Inside Sales Department at +1.856.686.1600 for a Return Authorization Number or with any questions regarding authorized return/warranty repairs
- Step 2: Read the Troemner Return/Warranty Repair Policy (see below)
- Step 3: Complete the Equipment Exposure/Decontamination Statement (required)
- Step 4: Ensure product is packed in original packing material, or packed securely to ensure the integrity of the product during shipping
- Step 5: Ensure Return Authorization Number and Equipment Exposure/Decontamination Statement are placed on the outside of the package
- Step 6: Ship to: Troemner, 201 Wolf Drive, Thorofare, NJ 08086-0087, USA

Product Return/Warranty Repair Policy

- All returns/warranty repairs must be authorized by Troemner via a Return Authorization Number in order to ensure proper credit or repair.
- All returns are subject to a restocking charge.
- Returns and warranty repairs must be received within 30 days from the date the Troemner Return Authorization Number was issued.
- All returns must include a completed and signed Troemner Exposure/Decontamination Statement.
- A decontamination fee of \$175.00 will be charged if the equipment was used and has not been properly decontaminated prior to return.
- All returns/warranty repairs are to be shipped to Troemner and the transportation charges prepaid.
- Troemner is not responsible for damage incurred during shipping.
- To ensure proper credit or warranty repair, each product returned must include the following information:
 - Customer name, address and contact information
 - Completed and signed Equipment Exposure/Decontamination Statement
 - Troemner Return Authorization Number

Green Packing Guideline

- Please avoid packing your items with foam, packing peanuts or other non-recyclable material to help reduce our carbon footprint.