

MP Call Number:.....

Name and Title:

Company:

Street Address (Room/Level/Department):

.....

.....

City: State and Post Code:

Country:

Phone: () Fax: ()

Email Address:

When did you first contact us in relation to this service request? (dd/mm/yy)

To action the request, an order number is required.	Order number:
The company does NOT accept credit card information via fax or email. <i>If paying by credit card, please supply contact information so we can contact you for details or contact us on 1300 735 292 to process a credit card payment.</i>	
Contact Name:	Contact Phone: ()

Dear Customer,
Please read this notification before you send your pipettes for service to Thermo Fisher Scientific

Operating procedure

- Complete this form and include it with pipettes being sent into Thermo Fisher Pipette Service Centre.
- For all warranty complaints, please describe the fault in as much detail as possible.
- Ensure you adhere to all shipping laws and regulations.
- All pipettes being sent in for service must have the "Incoming Assets" label printed and attached to the outside of the package. This label is on page 3 of this form.
- Please remember to sign the document.

Responsibilities

It is the responsibility of the pipette user to:

- Remove all substances which are dangerous for human health from the pipette so it is safe for human handling.
- Choose the appropriate decontamination method depending on what substances the pipette has been exposed to.

Pipettes must be decontaminated to:

- Adhere to all shipping laws and regulations.
- Ensure the safety of all service personnel.

Pipette decontamination

- *For biological substances:*
 - Virkon solution, <http://www.antechh.com/>
 - Autoclaving, (refer to manufacturer recommendations).
 - 70% Ethanol.
- *For radioactive substances:*
 - The pipette must be free of any radioactivity; declaration is required to be attached with this form.
- *For chemical substances:*
 - The pipette must be cleansed thoroughly of all chemical and hazardous material.

Conditions of repair

- Repairs cannot commence without a purchase order number.
- Cash sale customers are to complete payment before the repair is returned.
- Thermo Fisher Scientific is not responsible for:
 - Repairs without purchase order numbers.
 - Repairs that have not been claimed within 60 days of completion.
 - Delays in spare parts delivery from manufacturers.

INCOMING ASSETS FOR THE SERVICE DEPARTMENT

To:

Pipette Servicing-Service Department

Thermo Fisher Scientific

5 Caribbean Drive

Scoresby, Victoria 3179

From: