

## Merchandise Return Form

To return faulty items please complete this form and send it to us by fax or e-mail. Completing this form helps to insure that the goods will be replaced quickly and accurately.

**1. Please complete the areas below**

Your Company: \_\_\_\_\_  
Your Name: \_\_\_\_\_  
Your E-mail Address: \_\_\_\_\_

**2. Please provide details about the items you are returning:**

Delivery or Invoice No: \_\_\_\_\_  
Article No: \_\_\_\_\_  
Lot No: \_\_\_\_\_

**3. Tell us why your are returning this item**

Physical Damage  
 Wrong Item  
 Missing Item  
 Malfunction / Reason: \_\_\_\_\_  
 Other: \_\_\_\_\_

**4. Tell us what you'd like to do** *(select one)*

Replace the item  Credit the item

We will contact you immediately after receipt of this form.

**Warranty Evaluation** *(filled out through Sântis Analytical AG)*

Warranty Approved  Warranty Denied  
Reason: \_\_\_\_\_  
\_\_\_\_\_

Faulty Item must be returned  Faulty Item must **not** be returned

Authorization: \_\_\_\_\_ Date: \_\_\_\_\_