



Alicat Scientific, Inc.

7641 N. Business Park Drive
Tucson, AZ 85743 USA
Ph: (520) 290-6060
Fx: (520) 290-0109

Return Checklist

Please follow the shipping instructions below to reduce shipping damage, delays, and cost of your factory service.

IMPORTANT! DO NOT SEND ACCESSORIES WITH YOUR SERVICE ORDER SHIPMENT, UNLESS THEY RELATE TO THE REPAIR/PROBLEM.

Remove all connectors, fittings, and/or accessories from any returning units - we do not need your fittings, power supplies, cords, plumbing, user manuals, tools, test-stands, etc. to perform service work! We will not be held responsible for loss or damage to any accessories or fittings included in the shipment. The customer will be responsible for the return shipment costs of these accessories/fittings, even if they become separated from the service order at our facility.

Do not send back anything which has been exposed to nuclear, biological, or toxic chemical environments.

Properly pack your device(s) for shipping. Individually bubble-wrapped units encased in foam or popcorn are best.

To help speed the return service, please try to include a hard copy of your purchase order in the box (or any other payment information, especially if the costs have already been quoted).

Please write your RMA number clearly on the mailing label or outside of the shipping box - packages received without an assigned, valid RMA may be seriously delayed or returned at sender's expense.

For International Shipments:

Commercial invoices must have a signature, date and title of the signee.

Please clearly mark all commercial invoices and Air Waybills with the following statement: "GOODS OF USA ORIGIN, CERTIFIED TRUE AND CORRECT"

Also, clearly select the options on the shipping documents or Air Waybill (AWB) that specify that the shipper (i.e. you) will pay all transportation costs, duties and taxes.

Both the "shipping costs" and "duties / taxes" boxes must be checked.

All shipments coming back to Alicat for service, need to be sent using the Incoterm "DDP" (Delivery Duty Paid)

All shipments that get held up in customs due to incorrect documentation will be returned to the sender at the sender's cost.

If Alicat receives a bill from any customs agency these charges will be rebilled to the customer, with service fees.

Your Return Number is: R012890

Please ship packages to:

Alicat Scientific, Inc.
ATTN: RMA R012890
7641 N. Business Park Drive
Tucson, AZ 85743 USA