



EXO Product Return Form

Optional – please provide your

Customer # _____

Service Request (SR) # _____

Step 1: Provide your contact information

Your Bill To

Organization: _____

Address: _____

Contact: _____

Phone: (____) _____ Fax: (____) _____

Email: _____

Your Ship To

Same as Bill To

Organization: _____

Address: _____

No PO
Boxes

Contact: _____

Phone: (____) _____ Fax: (____) _____

Email: _____

Return Shipping Options

Ship via (choose one):

None | DHL | FedEx | UPS

Provide your Shipper Account Number:

Note: Shipping is prepaid and add.

Shipping Method (choose one):

Ground | 2nd Day | Next Day AM | Next Day PM

Other: _____

Step 2: Provide Your Payment Method

For faster service specify 'Pre-Approval', provide the amount and payment method.

Pre-approval with Purchase Order (please attach)

Amount: _____

PO Number: _____

Credit Card (Only required once evaluation is completed.)

Call the service center handling your repair with card info. We accept VISA, MasterCard, American Express, and Discover.

Prepayment

Quote Required

Note: There is an evaluation fee of 50% of the labor charge if instruments are requested to be returned without repairs.

Step 3: Provide equipment information

More space for additional instruments on page 2.

Model Number: _____

Serial Number: _____

Please describe the problem:

Step 4: Complete a Cleaning Certificate

Remove all environmental contamination. An additional cleaning fee may be charged for excessively dirty products.

Model Number: _____

Lot/Serial Number: _____

Contaminants (if known):

Cleaning Agents Used:

Radioactive Decontamination Certified

(check if product has been exposed to radiation and decontaminated)

Cleaning Certified By (sign after printing):

X _____

Date: ___ / ___ / _____

Step 5: Print form and include in your shipment.

Keep a copy of your completed form for your records.

Step 6: Package your equipment and ship to one of the following locations:

YSI Service Center

1725 Brannum Lane

Yellow Springs, OH 45387

+1 (937) 767-7241

environmental@ysi.com

YSI Service Center

12231 Industriplex Blvd, Suite A

Baton Rouge, LA 70809

+1 (225) 753-2650

gulfcoast@ysi.com

Provide equipment information

Model Number: _____ Serial Number: _____

Please describe the problem:

Provide equipment information

Model Number: _____ Serial Number: _____

Please describe the problem:

Cleaning Certificate

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Cleaning Certificate

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Date: ___ / ___ / _____