

Return/Service of Equipment – Returns Procedure

Introduction

To enable us to comply with relevant Environmental, Health and Safety laws, you are required to declare if any substances used or produced within the product(s) you return to SP BelArt may be hazardous. Before returning product(s), please complete the *Safety Assurance Decontamination Identification* form on the following page and email it to SP BelArt. Upon receipt of this declaration, SP BelArt will issue a Returns Material Authorization (RMA) number. Please do not return any product(s) until an RMA number has been provided.

If any product(s) is received without an RMA number, SP BelArt will assume it is hazardous and refuse to accept delivery. If the declaration is incorrectly or incompletely filled in, there may be a delay in the repair of the equipment whilst the correct information is obtained. SP BelArt accepts no liability for any costs or delays incurred due to incomplete or incorrectly completed paperwork.

Guidelines

- If the product has not been used, it may be declared “uncontaminated”. Check “No” in Section 2 and “Safe to handle” in Section 4.
- If the products has been used, please ensure the unit is decontaminated before returning. If the product has been exposed to any radioactive or biologically hazardous substance, you must provide proof of decontamination in addition to the *Safety Assurance Decontamination Identification* before returning the equipment to SP BelArt. Please ensure you complete all sections to confirm decontamination and indicate all substances used. Please ensure you give detail on the PPE required to handle the equipment, and ensure you check the “safe to handle” box with an understanding that SP BelArt will use the appropriate PPE detailed.
- For clarification or further advice, contact SP BelArt Technical Support at: techsupportba@scientificproducts.com.

Procedure

- Email a copy of the completed *Safety Assurance Decontamination Identification* (and decontamination certificate where applicable) to michael.grzelak@scientificproducts.com to obtain an RMA number.
- Enter your RMA number at the top of the *Safety Assurance Decontamination Identification* form on the following page and complete the rest of the form as applicable.
- Print and sign a copy of the *Safety Assurance Decontamination Identification* to accompany the product.
- Disconnect all accessories from the product.
- Clean all exposed surfaces.
- Pack the product securely in a suitably strong box or crate.
- Seal the printed *Safety Assurance Decontamination Identification* (and decontamination certificate where applicable) in a suitable envelope and include them in the package with the equipment.

Safety Assurance Decontamination Identification

This form must be completed by a competent person. You must know about all of the substances that have been in contact with the equipment before you complete this declaration. Contact the SP BelArt Technical Service Department +1 800 423 5278 (for assistance). Email this form to michael.grzelak@scientificproducts.com				RMA No. 	
Section 1: Equipment					
BelArt Part Number:			Part Serial Number:		
Description of item being returned:					
Section 2: Reason for Return					
Please check that any fittings, hoses, electrical plugs, line cords and anything attached to the equipment that was not shipped with it when it was new are removed:					
Has the equipment been used, tested or operated?					Yes ☐ No ☐
Section 3: Cleaning & Decontamination					
Please check to confirm that the condenser/pumps has been drained (where applicable):					
Please check to confirm that all exposed surfaces of the equipment have been cleaned/decontaminated:					
Please check to confirm that all inlets and outlets have been sealed (where applicable):					
Section 4: List of Substances in Contact with the Equipment					
NOTE: Contact SP Scientific before returning any product that has been in contact with a radioactive or biologically active substance. SP Scientific will not accept delivery of any product that has been used with radioactive or biologically active substances unless proof of decontamination is provided.					
Please provide up to date Safety Data Sheets for all substances listed below when returning this form					
Name of Substance:		CAS Registry No:		Required PPE:	
Please check each appropriate GHS hazard category for all substances listed above.					
 Biohazard ☐	 Radioactive ☐	 Health Hazard ☐	 Toxic ☐	 Explosive ☐	 Corrosive ☐
 Harmful/ Irritant ☐	 Flammable ☐	 Oxidising ☐	 Environment Hazard ☐	 Safe to handle ☐	
Section 5: Declaration					
I have made reasonable enquiry and supplied accurate information in this declaration. I have not withheld any information and have followed the Return/repair of Product – Returns Procedure. The dispatch of contaminated equipment will be in accordance with international regulations covering Packaging, Transportation and Labelling of Dangerous Substances.					
Name:			Company & Address:		
Job Title:					
Email Address:					
Telephone Number:					
Date:			Signature:		