

Service Request Form

To return your instrument for calibration or other service, please take a few moments to provide us with the information we need, so we can serve you better.

PLEASE:

1. **Get a Returned Material Authorization (RMA) number from Sea-Bird (phone 425-643-9866, fax 425-643-9954, or email seabird@seabird.com). Reference the RMA number on this form, on the outside shipping label for the equipment, and in all correspondence related to this service request.**
2. **Fill out 1 form for each type (model) of instrument.**
3. **Include this form when shipping the instrument to Sea-Bird for servicing.**
4. **Fax us a copy of this form on the day you ship. FAX: (425) 643-9954**

RETURNED MATERIAL AUTHORIZATION (RMA) NUMBER

RMA Number: _____

CONTACT INFORMATION

Your name: _____

Institution/Organization/Company: _____

Shipping/Delivery address for packages: _____

Telephone: _____ Fax: _____

e-mail: _____

SERVICE INFORMATION

Date Shipped: _____

Sea-Bird Model Number (for example, SBE 37-SM): _____

Quantity: _____

Serial Numbers: _____

(Note: Specify instrument serial numbers below if specific services are required for some instruments. For example, if 10 instruments are being returned for calibration, and 1 of the 10 also requires repairs, specify the serial number for the instrument requiring the repairs in the appropriate section of the form.)
SEASOFT Version you have been using with this instrument(s): _____

[] Perform Routine Services:

___ Calibration (includes basic diagnostic):

___ Temperature ___ Conductivity ___ Pressure ___ DO ___ pH

(Please allow a minimum of 3 weeks after we receive the instrument(s) to complete calibration.)

___ Full System Diagnostic and Check Out

___ Other (specify): _____

[] System Upgrade or Conversion:

Specify (include instrument serial number if multiple instruments are part of shipment): _____

[] Diagnose and Repair Operational Faults:

Please send a disk containing the raw data (.hex or .dat files) which shows the problems you describe. Also send the .con files you used to acquire or display the data.

Problem Description (continue on additional pages if needed; include instrument serial number if multiple instruments are part of shipment): _____

PAYMENT/BILLING INFORMATION

Credit Card: Sea-Bird accepts payment by VISA, MasterCard, or American Express.

MasterCard Visa American Express

Account Number: _____ Expiration Date: _____

Credit Card Holder Name (printed or typed): _____

Credit Card Holder Signature: _____

Credit Card Billing Address (if different than shipping address):

Invoice/Purchase Order: If you prefer us to invoice you, please complete the following or enclose a copy of your Purchase Order:

Purchase Order Number: _____

Billing Address (if different than shipping address):

Instructions for Returning Goods to Sea-Bird

You can ship any of the following ways:

1. **Domestic Shipments (USA)** - Ship prepaid (via UPS, FedEx, DHL, etc.) directly to:

Sea-Bird Electronics, Inc.
1808 136th Place NE
Bellevue, WA 98005, USA
Telephone: (425) 643-9866 Fax: (425) 643-9954

2. **Foreign Shipments** - Ship via prepaid airfreight to:

Sea-Bird Electronics, Inc.
1808 136th Place NE
Bellevue, WA 98005, USA
Telephone: (425) 643-9866 Fax: (425) 643-9954

Notify: MTI Worldwide Logistics for Customs Clearance

Seattle, WA, USA
Telephone: (206) 431-4366 Fax: (206) 431-4374
(Please note Airport of Destination: **SEA** for Seattle, WA)

3. **Ship via EXPRESS COURIER directly to Sea-Bird Electronics** (UPS, FedEx, or DHL; **do not ship via TNT SKYPACK**). Courier services will clear Customs and deliver the package to Sea-Bird. It is not necessary to notify our customs broker.

Include a **commercial invoice** showing the description of the instruments, and **value for Customs purposes only**. On the invoice, include the statement that **“Goods are of USA Origin”**.

Failure to include this statement in your invoice will result in US Customs assessing duties on the shipment, which we will in turn pass on to the customer/shipper.

Note:

Due to changes in regulations, if Sea-Bird receives an instrument from outside the U.S. in a crate containing non-approved (i.e., non-heat-treated) wood, we will return the instrument in a new crate that meets the requirements of ISPM 15 (see http://www.seabird.com/customer_support/retgoods.htm for details). We will charge for the replacement crates based on the dimensions of the crate we receive. The charge will be determined as follows:

- 1. Multiply the crate length x width x height in centimeters (overall volume in cm³, not internal volume).
- 2. Determine the price based on your calculated overall volume and the following chart:

Overall Volume (cm ³)	Example Instrument	Price (USD)
less than 52,000	37-SM MicroCAT	\$45
52,000 to less than 65,000	SEACAT, no cage	\$70
65,000 to 240,000	CTD in cage	\$125
more than 240,000	--	consult factory

These prices are valid only for crate replacement required in conjunction with the return of a customer's instrument after servicing, and only when the instrument was shipped to Sea-Bird in a crate originally supplied by Sea-Bird.