

This form has to be completed and signed for all merchandise returns (parts, instruments or components). The RGA number has to be stated on this form, as well as all documents and packing slips. The RGA number is provided by our Technical Service Department.

**RGA #**

**Technical Service Department : 1-800-842-6629 or techserv@hannacan.com**

**IMPORTANT : all merchandise received without an RGA number and this form completed and signed will be left pending, and will delay the return process.**

**INSTRUMENT OR COMPONENT DESCRIPTION AND IDENTIFICATION**

**Model:** \_\_\_\_\_ **Serial Number:** \_\_\_\_\_

**Accessory(ies) / electrode(s) included:** \_\_\_\_\_ **Inspection number:** \_\_\_\_\_

**Detailed description and reason of the return**

**PERSON TO CONTACT REGARDING REPAIR**

**Company / distributor:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Telephone:** \_\_\_\_\_ **E-mail:** \_\_\_\_\_

**INSPECTION COSTS**

By signing this section, you agree that a minimum inspection cost of will be charged when an instrument is sent at Hanna Instruments Canada in the following cases :

**1** When a product is under warranty or out of warranty and found to be working well

**2** When the estimated repair cost is refused after the inspection of an instrument

**3** When an instrument is not economical to repair

Minimum inspection cost of \$52.00 will be charged for the majority of Hanna products, except products mentioned below.

Minimum inspection cost of \$85.00 will be charged for the following products:  
HI 9828, HI 98280, HI 9829, HI 98290, HI 84100, HI 84102, HI 84500, HI 84502 and series 4000 ISEs.

If in the two last cases ( **2** & **3** ), a new replacement instrument is bought at Hanna Instruments Canada, the inspection cost will be cancelled.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**REPAIR AUTHORIZATION**

- Repair under warranty (proof of purchase enclosed)
- Please proceed with repair of the product identified above at the cost of \$ \_\_\_\_\_ on the purchase order # \_\_\_\_\_  
(maximum)
- Please send me an estimation of the costs and repair delays before proceeding

<input type="checkbox"/> By fax	At this number:	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>
<input type="checkbox"/> By phone	At this number:	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>
<input type="checkbox"/> By E-mail	At this address:	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>

The repair costs include labour, necessary parts and components to repair the instrument, cleaning and inspection. Should the instrument be found not economical to repair, you will be notified of other options by the Technical Service Department.

Standard warranties are applied on all parts or components used for the repair.  
Labour is warranted for three (3) months.