

- Step 1)** Contact Troemner's Inside Sales department for a Return Authorization Number at 856.686.1600.
- Step 2)** Complete the Equipment Exposure Statement.
- Step 3)** Read the Troemner Return/Warranty Repair Policy. (see below)
- Step 4)** Ensure product is packed in original packing material.
- Step 5)** Ensure Return Authorization Number and Equipment Exposure Statement are placed on the outside of the package.
- Step 6)** Ship to: Troemner, 201 Wolf Drive, Thorofare, NJ 08086-0087 USA

**Product Return/Warranty Repair Policy:**

All returns/warranty repairs must be authorized by Troemner in order to ensure proper credit or repair. **NOTE:** All returns are subject to 15% restocking charge. Returns and warranty repairs must be received within 30 days from the date the Troemner Return Authorization Number was given. To ensure proper credit or warranty repair, each product returned must include the following information:

- Customer name and address
- Completed Equipment Exposure Statement (if product was used)
- Catalog number of returned item(s)
- Troemner Return Authorization Number
- Reason for return

**Products not authorized for return/repair:**

- Returned products not in completely resalable condition (including products with damaged, missing or defaced labeling or packaging).
- Laboratory apparatus or instruments that have been used or are without the original packaging, labeling and operating manuals.
- Products not purchased from Troemner.
- Discontinued products.
- Products that have been altered, modified, missing components or misused.
- Custom or special order items.

When necessary, customers shall include with each return the completed Equipment Exposure Statement from an authorized representative of the company. Troemner will maintain this as a record that the equipment was properly decontaminated in accordance with current regulations and other recommended guidelines. The product should be shipped to Troemner and the transportation charges prepaid. To ensure prompt handling, the Return Authorization Number should be placed on the outside of the package.



# Return/Repair Equipment Exposure Statement

As a precautionary measure, Troemner requires a completed Equipment Exposure Statement to accompany each item being returned for either credit or repair. **Troemner will not accept any item that has been exposed to biohazardous and/or radioactive materials.**

Please fold this document to show the Troemner address below. Place this folded Equipment Exposure Statement into a clear packing list envelope so that you see the address from the outside of the box. If you have any questions regarding this policy, please contact our Inside Sales department at 856.686.1600. Thank you for your cooperation!

**IMPORTANT!** Return Authorization Number (RA #): \_\_\_\_\_

Company: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Product Description: \_\_\_\_\_

Troemner Part #: \_\_\_\_\_ Distributor Cat. #: \_\_\_\_\_ S/N: \_\_\_\_\_

Product Description: \_\_\_\_\_

Troemner Part #: \_\_\_\_\_ Distributor Cat. #: \_\_\_\_\_ S/N: \_\_\_\_\_

Product Description: \_\_\_\_\_

Troemner Part #: \_\_\_\_\_ Distributor Cat. #: \_\_\_\_\_ S/N: \_\_\_\_\_

Product Description: \_\_\_\_\_

Troemner Part #: \_\_\_\_\_ Distributor Cat. #: \_\_\_\_\_ S/N: \_\_\_\_\_

Product Description: \_\_\_\_\_

Troemner Part #: \_\_\_\_\_ Distributor Cat. #: \_\_\_\_\_ S/N: \_\_\_\_\_

List all compounds/solutions to which the equipment was exposed: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Steps taken to remove compounds/solutions from the equipment: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I certify that the aforementioned pieces of equipment are free of any biohazardous and/or radioactive contaminants, and are safe for human handling.

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Ship to:

**Troemner  
201 Wolf Drive  
Thorofare, NJ 08086-0087 USA  
ATTN: Return/Repair Department**

**RA#** \_\_\_\_\_