

*RMA (Return Material Authorization)*

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Document Type: *Form*

RMA No.	Project No.	Date

**Customer Data**

Institute:

Street, No.:

City / ZIP:

Contact:

Phone:

Department:

Email:

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### System Information

System:

Serial No.:

Master V1-5

Valve 6 - 10

Valve 11 - 15

Valve 16 - 20

Valve 21 - 25

Valve 26 - 30

Detector

Reactor

Dispenser 1

Dispenser 2

Error  
Description:

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### Declaration of Decontamination

The Device has been thoroughly cleaned, is not contaminated with radioactivity and has been cleared for exit of the control area.

Yes

No

The device is not contaminated with other hazardous materials, neither internally nor externally.

Yes

No

If "No", please give details:

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The device has been cleaned and can be used without hesitation

Yes

No

If "No", please give details:

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**Signature**

Name

---

Signature

---

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Date

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**IMPORTANT!**

Please make sure you enclose the fully completed RMA form with the return shipment or send it in advance to [info@sci-att.com](mailto:info@sci-att.com)!

Shipments without attached RMA document will not be opened and returned to sender. With your signature you accept the terms and conditions listed below.

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**Terms and conditions when handling complaints and RMA transactions**

(RMA = Return Material Authorization)

**Dear customer!**

SCINTOMICS Molecular, att GmbH always endeavors only to supply you with error-free goods. It is impossible, however, to avoid the return of articles for repair altogether. In order for us to process the return shipment and RMA handling quickly and speedily, it is essential to adhere to the following procedure:

- Before returning the goods, please carefully check that there really is a defect. In the event of unjustified complaints, we will charge a test and handling fee of € 130,00 plus shipping costs and VAT.
- Transport damage must be reported immediately to the responsible transport company.
- Return shipment of the defective goods (ensure an ESD-conform protective cover in the case of electronic modules) with sufficiently thick padding suitable for shipment to SCINTOMICS Molecular, att GmbH with the following details:
  - RMA number, completed RMA form of the parcel!
  - Comprehensive error description (on the RMA form or enclosed)
  - The correct and complete invoice number and the correct SCINTOMICS Molecular article designation
  - Type of control desired (this information is not binding for us)
- Any freight collect shipments or shipments without an RMA number delivered to us cannot be processed; they will be returned immediately to the sender!
- The goods will be checked and repaired or replaced by us. Should the circumstances (e.g. contamination) allow the work to be carried out only on site, we will have to charge a higher hourly fee of 180€. The repair will take approx. 10 working days although the time will be longer if spare parts have to be procured, for example, or if, under certain circumstances, a repair is only possible by the manufacturer. Information on the processing status will be given to you by our order processing department.

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**The warranty ceases to apply if:**

- the goods were improperly packed and shipped.
- the specifications were not adhered to during commissioning or operation, or damage was caused through intervention by unauthorized parties, or mechanical damage of the goods is present.

For articles that have been modified by the customer, it is important to clarify with our technical sales department beforehand whether these can be analyzed or repaired by us. The contact partner of the sales department and the analysis authorization must be specified on the RMA form.

Thank you for your understanding!

Best regards,

**SCINTOMICS Molecular, Applied Theranostics Technologies GmbH**