



Procedure for Returning VICI Products

Dear Valued Customer:

If you need to return products to VICI for maintenance and/or repair, please note the following important requirements:

- The completed form (next page) must be sent to VICI (email or fax) for approval before an RMA No. can be issued.
- All returned products must be accompanied by a completed Decontamination Report.
- Remove all adapters, fittings, or similar accessories, etc. that are not an integral part of the product. VICI will not be responsible for lost or damaged items that are not an integral part of the product.
- The product(s) must be drained of any fluids and residue, and securely packaged. **As part of the service/repair request, you are responsible for the decontamination prior to shipping.**
 - **Chemical:** Danger to health, risks of explosion, fire, risks for the environment. Please indicate the chemical formula and name of the gases or substances that have been in contact with the product.
 - **Biological, explosive, or radioactive:** In case of contamination, **VICI is currently unable to receive, decontaminate, and recycle such material.**
- The Decontamination Report **must be signed by a person authorized to take responsibility that the information provided on the form is correct.**
- The completed Decontamination Report must be secured to the **outside** of the shipping package.

These requirements are necessary because the health and safety of our staff is of paramount importance.

If any returned products do not comply with the above requirements, VICI reserves the right to quarantine or return the product(s) at the customer's cost.

If following inspection and quotation you decline the repair, you may be subject to a service fee to cover product decontamination, disassembly, cleaning and evaluation.

Please also be advised that by sending your product(s) to us, you have authorized us to disassemble the item(s) for inspection and/or failure analysis. If the product is subsequently deemed not repairable or you decline the repair and request the item to be returned, we cannot ensure that it will be reassembled to working condition.

We are sure that you share our concern for the safety of our personnel, and we request your full cooperation in carrying out these few extra steps prior to returning any products to VICI.

Thank you for your cooperation and please contact VICI if anything is not clear or you have further questions.

Sincerely,

Your VICI Customer Support Team



VICI® DECONTAMINATION REPORT

Any items returned to VICI AG International for repair or evaluation must be accompanied by this completed form. **VICI reserves the right to reject any suspicious packages or those with incomplete documentation.** Send items, with this **signed** form secured to the **outside** of the package, to an [authorized partner](#) in your country, or to:

VICI AG International

Attn: RMA# _____

Parkstrasse 2

CH-6214 Schenkon

Print the form and fill in the information by hand, or click on a field with the hand tool to enter the information with Acrobat Reader before printing. *Denotes information required.

Equipment

Model Number/Description: _____ Serial Number: _____

Describe the Failure*: _____

To what substances has the item been exposed? (scientific names)* _____

Item has not been used

Were any of these compounds:



Explosive



Harmful



Radioactive



Toxic



Hazardous to Environment



Flammable



Caustic/Corrosive



Biohazard



Carcinogenic

None of these

Describe the decontamination procedure (if applicable) _____

Contact Information

Company _____ PO Number _____

Address _____ Contact Name _____

City _____ Contact Phone _____

State or Province _____ Contact Email _____

Date (DD/MM/YYYY) _____ Signature _____

RESET FORM

SAVE

PRINT

Notice

VICI is unable to accept items contaminated by any hazardous biological compounds including (but not limited to) bacteria, viruses, or radioactive material. Any other compounds the items have been in contact with must be identified on this form and must undergo an appropriate decontamination procedure prior to shipping. Any parts returned to VICI must be handled according to the applicable national laws for hazardous compounds. The distributor and/or customer is fully responsible for enforcing these requirements. VICI reserves the right to hold the distributor and/or customer responsible if these regulations are not observed.

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VALCO INSTRUMENTS**

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