



Yamato Scientific America, Inc. Return Merchandise Authorization Request Form

INSTRUCTIONS: Complete the form below to obtain a Return Merchandise Authorization Number (RMA#). RMA number is required to return any product(s). Once the RMA is processed, we will contact you with the RMA number and shipping instructions. Do not return merchandise until you are contacted and issued a RMA number. Please fax the completed request to **1-408-235-7730**.

Direct Customer or Distributor Information

Customer/Co. Name: _____ Representative: _____

Address: _____ Phone: _____ Fax #: _____

City/State/Zip: _____ Email: _____

P.O. #: _____ Model/Item #: _____

Invoice #: _____ Serial #: _____

TERMS & CONDITIONS ON RETURN MERCHANDISE

- RESTOCKING FEE:** *All return merchandise is subject to 25% restocking fee.*
- REPAIR WARRANTY:** All warranties are void if the returned merchandise is misused, damaged or altered in any way without prior authorization from Yamato Scientific America, Inc.
- SHIPPING:** The customer is responsible for the cost of shipment. Damage or loss of merchandise during shipping is the sole responsibility of the customer. Insurance on returning shipment is required. All returned merchandise is subject to inspection. ***Credit will be issued after inspection is completed. **DO NOT TAKE CREDIT UNTIL AFTER CREDIT NOTE NUMBER & AMOUNT IS ISSUED BY YAMATO.***
- PACKAGING:** Return merchandise must be in the original packaging and condition. Please clearly mark the RMA # on the outside of the packaging. The item will be returned to you if the RMA # is not specified. Ship only the merchandise specified on the original RMA request, do not include additional item (s). Any additional item (s) must require a new RMA #.
- PURCHASE ORDER:** Return merchandise for replacement of new item need the issuance of a new purchase order before shipment.
- SHIP TO: Yamato Scientific America, Inc.**
925 Walsh Avenue
Santa Clara, CA 95050

CONFORME:

Name: _____ Title: _____

Signature: _____ Date: _____

Yamato Scientific America, Inc .
925 Walsh Avenue
Santa Clara, CA 95050

www.yamato-usa.com
P: 408-235-7725
F: 408-235-7730



Yamato

MERCHANDISE RETURN REQUEST FORM

Complete for each instrument returning • All sections must be completed • To be completed by the User of the merchandise.

Model / Part Number: _____ Serial Number: _____

Customer/Co. Name: _____ Contact: _____

Address: _____ Phone: _____ Fax #: _____

City/State/Zip _____ Email: _____

Distributor: _____ Representative: _____

Purchase Order No: _____ Date of purchase: _____

Purpose of Return: _____

Materials Used

Please complete the listed materials below. If any material is checked with a yes please send the MSDS sheets.

- | | | | | | |
|------------------------------|-----------------------------|--------------------|------------------------------|-----------------------------|----------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Poisonous Material | <input type="checkbox"/> Yes | <input type="checkbox"/> No | Radioactive Material |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Corrosive Material | <input type="checkbox"/> Yes | <input type="checkbox"/> No | Combustible Material |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Flammable Material | <input type="checkbox"/> Yes | <input type="checkbox"/> No | Biological Hazard |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Oxidizer | <input type="checkbox"/> Yes | <input type="checkbox"/> No | Mercury |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Other _____ | <input type="checkbox"/> Yes | <input type="checkbox"/> No | Carcinogen |

List the chemical or the common name for each material marked yes.

Name: _____ Title: _____

Signature: _____ Date Completed: _____