

# Service Request Form

To return your instrument for calibration or other service, please take a few moments to provide us with the information we need, so we can serve you better.

## PLEASE:

1. Get a Returned Material Authorization (RMA) number from Sea-Bird (*phone 425-643-9866, fax 425-643-9954, or email seabird@seabird.com*). Reference the RMA number on this form, on the outside shipping label for the equipment, and in all correspondence related to this service request.
2. Fill out 1 form for each type (model) of instrument.
3. Include this form when shipping the instrument to Sea-Bird for servicing.
4. Fax us a copy of this form on the day you ship. **FAX: (425) 643-9954**

## RETURNED MATERIAL AUTHORIZATION (RMA) NUMBER

RMA Number: \_\_\_\_\_

## CONTACT INFORMATION

Your name: \_\_\_\_\_

Institution/Organization/Company: \_\_\_\_\_

Shipping/Delivery address for packages: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

e-mail: \_\_\_\_\_

## SERVICE INFORMATION

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

Sea-Bird Model Number (for example, SBE 37-SM): \_\_\_\_\_

Quantity: \_\_\_\_\_

Serial Numbers: \_\_\_\_\_

\_\_\_\_\_

**(Note: Specify instrument serial numbers below** if specific services are required for some instruments.

For example, if 10 instruments are being returned for calibration, and 1 of the 10 also requires repairs, specify the serial number for the instrument requiring the repairs in the appropriate section of the form.)

SEASOFT Version you have been using with this instrument(s): \_\_\_\_\_

### [ ] Perform Routine Services:

\_\_\_ Calibration (includes basic diagnostic):

\_\_\_ Temperature \_\_\_ Conductivity \_\_\_ Pressure \_\_\_ DO \_\_\_ pH

(Please allow a minimum of 3 weeks after we receive the instrument(s) to complete calibration.)

\_\_\_ Full System Diagnostic and Check Out

\_\_\_ Other (specify): \_\_\_\_\_

\_\_\_\_\_

### [ ] System Upgrade or Conversion:

Specify (include instrument serial number if multiple instruments are part of shipment): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### [ ] Diagnose and Repair Operational Faults:

**Please send a disk containing the raw data (.hex or .dat files) which shows the problems you describe. Also send the .con files you used to acquire or display the data.**

Problem Description (continue on additional pages if needed; include instrument serial number if multiple instruments are part of shipment): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**PAYMENT/BILLING INFORMATION**

**Credit Card:** Sea-Bird accepts payment by MasterCard, VISA, or American Express.

MasterCard                       Visa                       American Express

Account Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Credit Card Holder Name (printed or typed): \_\_\_\_\_

Credit Card Holder Signature: \_\_\_\_\_

Credit Card Billing Address (if different than shipping address): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Invoice/Purchase Order:** If you prefer us to invoice you, please complete the following or enclose a copy of your Purchase Order:

Purchase Order Number: \_\_\_\_\_

Billing Address (if different than shipping address): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**Instructions for Returning Goods to Sea-Bird**

You can ship any of the following ways:

1. **Domestic Shipments (USA)** - Ship prepaid (via UPS, FedEx, DHL, etc.) directly to:

Sea-Bird Electronics, Inc.  
1808 136th Place NE  
Bellevue, WA 98005, USA  
Telephone: (425) 643-9866                      Fax: (425) 643-9954

2. **Foreign Shipments** - Ship via prepaid airfreight to:

Sea-Bird Electronics, Inc.  
1808 136th Place NE  
Bellevue, WA 98005, USA  
Telephone: (425) 643-9866                      Fax: (425) 643-9954

**Notify: MTI Worldwide Logistics for Customs Clearance**

Seattle, WA, USA  
Telephone: (206) 431-4366                      Fax: (206) 431-4374

(Please note Airport of Destination: **SEA** for Seattle, WA)

3. **Ship via EXPRESS COURIER directly to Sea-Bird Electronics** (UPS, FedEx, or DHL; **do not ship via TNT SKYPACK**). Courier services will clear Customs and deliver the package to Sea-Bird. It is not necessary to notify our customs broker.

Include a **commercial invoice** showing the description of the instruments, and **value for Customs purposes only**. On the invoice, include the statement that **“Goods are of USA Origin”**.

**Failure to include this statement in your invoice will result in US Customs assessing duties on the shipment, which we will in turn pass on to the customer/shipper.**

**Note:**

Due to changes in EU and Chinese regulations, if Sea-Bird receives an instrument from the EU or China in a crate containing coniferous solid wood, we will return the instrument in a new crate made with mahogany and plywood. We will charge for the replacement crates based on the dimensions of the crate we receive. The charge will be determined as follows:

1. Multiply the crate length x width x height in centimeters (overall volume in cm<sup>3</sup>, not internal volume).  
2. Determine the price based on your calculated overall volume and the following chart:

<b>Overall Volume (cm<sup>3</sup>)</b>	<b>Example Instrument</b>	<b>Price (USD)</b>
less than 52,000	37-SM MicroCAT	\$45
52,000 to less than 65,000	SEACAT, no cage	\$70
65,000 to 240,000	CTD in cage	\$125
more than 240,000	--	consult factory

These prices are valid only for crate replacement required in conjunction with the return of a customer's instrument after servicing, and only when the instrument was shipped to Sea-Bird in a crate originally supplied by Sea-Bird.