330 Nantucket Boulevard, Toronto, Canada M1P 2P4
Ph: +1-416-449-3084 or 888-5TEKRAN
www.tekran.com lab-air-info@tekran.com

RETURN INSTRUCTIONS

Return to: **Tekran Instruments Corporation**
Attn: Gabe Eiras
330 Nantucket Boulevard,
Toronto, ON M1P 2P4 Canada
Tel: (416) 449-3084

RE: INSTRUCTIONS FOR RETURN OF INSTRUMENT FOR REPAIR

In the event that you have to return an instrument to Tekran Inc for repair, please follow the procedures given below.

1) A commercial invoice covering the repair is attached to this email in .pdf format. This form is essential to ensure that your instrument is not delayed at customs. You can either fill in the blanks, or use the contents to fill out your UPS or FEDEX on-line commercial invoice. (See below.)

2) Pack the instrument securely in the original shipping container. If shipping a Model 2537A, please be certain to include the zero air canister and zero air pressure regulator. If a system contamination problem is possible, please include *all* accessories and replacement components, etc. purchased since they may help us locate the source of the problem.

3) **If using a manual waybill:** Fill out and sign the return authorization/commercial invoice supplied in this email. Fields to be filled out are left blank in the form (Date, RMA number, your address, and instrument serial number). Make **three (3)** copies. If we have included any other required forms in this transmission, please make one copy and add to document bundle. Place all forms in the UPS or FEDEX pouch. ***Make sure you sign the form*.**

If using a computer waybill: Transfer the information on the supplied invoice into the **Commercial Invoice** portion of your shipping software. Ensure that the invoice states that these are Canadian goods returning for repair.

Note: ***If you are shipping several instruments, or if your instrument requires several boxes, ensure that the waybill indicates that this is one shipment of several pieces.***

4) Send the shipment via UPS or FEDEX, prepaid, to the address shown above. Use air (Red, Blue) service, ***not ground*** service. (Otherwise, incoming customs charges will exceed any savings in shipping costs.) Please fill in the waybill as follows. Note that this information should be placed in the following waybill fields ***even if they are also in the invoice***.

Broker Selection:	Leave blank.
Complete Description of Goods:	**CANADIAN GOODS RETURNING FOR REPAIR** **UV Spectrophotometer Class: 9813.00.0097**
Recipient ID Number for Customs:	**83379-3672**

5) Your instrument will be repaired and returned to you.