

Return Form

ECO15-007 Updated 24 Nov 2022

Form ISO 13485 / 7.5.3.1

Please fill in this form when returning goods to Sentron Europe BV. The information required is important to us for a proper analysis and an adequate response. Within the warranty period, we accept the return product free of charge. For returns outside of the warranty period we charge € 30 per product. For repairs costing over € 50, we require your prior authorization.

NB Products used for measurement in human or animal tissue or in a radio-active environment are not accepted as return good and will not be repaired.

Contact Details:

Name of Company

Date

Name of contact person

Email of contact person

In case you want to return the wireless pH probes:

Probe type (e.g wireless ConeFET pH Probe)

S/n:

(see app: the serial number is provided in the app: Home – Connected devices – Device settings)

NB we do need the complete probe at our support department.

In case you want to return the SI series pH products:

Meter type (e.g. SI 600)

S/n:

Probe type (e.g ConeFET pH Probe)

S/n:

Application (please be as specific as possible, e.g. type of sample, temperature, field- or laboratory use, etc):

Nature of sample:

Measurement frequency:

Maintenance and storage method:

Calibration frequency:

Estimated age of product:

Description of the complaint (e.g. error code, observations, gradually or sudden error, possible source of complaint etc.):

Trouble shooting that was applied:

What did you try to remedy the problem (e.g. shut off and on the probe/meter, clean the probe, revitalize the probe, etc) and what were the results:

Shipment details:

Return shipment method (GLS, FedEx, DHL etc.)

Estimated shipment date

Include a copy of this form with every returned product. Only returned products with a filled in form will be handled.