

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:

In case you want to return the wireless pH probes:

(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:

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

Trouble shooting that was applied:

Shipment details:

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