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## RMA AUTHORIZATION - PAGE 1

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To submit a Return Merchandise Authorization (RMA) request, complete the following form. In order to expedite your request, please complete all information below.

Please email the completed form to [returns@labdepotinc.com](mailto:returns@labdepotinc.com) or fax to +1-706-265-2370. You will be notified with an RMA number if your return request has been approved. Shipping information for returning items will be provided once the RMA is issued. For any questions concerning completion of the form please contact The Lab Depot Returns Support by emailing [returns@labdepotinc.com](mailto:returns@labdepotinc.com) or by telephone at +1-800-733-2522.

### Customer Information

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**Company Name:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Billing Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**County:** \_\_\_\_\_

**State:** \_\_\_\_\_

**Zip:** \_\_\_\_\_

**Ship To Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**County:** \_\_\_\_\_

**State:** \_\_\_\_\_

**Zip:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Lab Depot Order #:** \_\_\_\_\_

**Customer PO #:** \_\_\_\_\_

**Credit Card Holder Name:** \_\_\_\_\_

### Product Information

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**Item #:** \_\_\_\_\_

**Purchase Date:** \_\_\_\_\_

**Item Description:** \_\_\_\_\_

**Quantity to Return:** \_\_\_\_\_

**Serial #:** \_\_\_\_\_



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## RMA AUTHORIZATION - PAGE 2

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### Description of Problem

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#### THE LAB DEPOT, INC. GENERAL TERMS AND CONDITIONS OF SALE

##### INSPECTION OF SHIPMENTS:

Any item must be inspected immediately for any visible outward damage before the delivery company leaves the premises. Any damages and exceptions must be noted on the Bill of Lading or delivery ticket. Capital equipment that has been damaged should be refused and left with the delivery company or carrier.

The item must be inspected immediately for concealed damage. In the event of any damage, the original shipping container must be saved for the inspection. The Lab Depot, Inc., should be notified immediately of such damage. Failure to adhere to this policy will release The Lab Depot, Inc. from any responsibility regarding replacement and/or credit.

##### DAMAGED ITEMS:

If you have received damaged merchandise, please email a photo of the damaged item with submission of RMA form, showing damage, item packaging, interior and exterior shipping box. Please hold all materials for carrier inspection until further notice.

##### RETURN GOODS POLICY:

**The Lab Depot, Inc. WILL ONLY ACCEPT RETURNED GOODS IF SUCH RETURN COMPLIES WITH THE PROVISIONS IN THIS POLICY.**

- To ensure credit, returns must be pre-approved by an authorized The Lab Depot, Inc. representative, and assigned a return goods authorization number which must accompany the return.
- A request for return must be initiated within thirty days of the receipt of the merchandise.
- Risk of loss on items to be returned does not pass to The Lab Depot, Inc. until received at The Lab Depot, Inc.
- If The Lab Depot, Inc., determines that the return is a result of customer error, such items must be returned at the expense of the customer.
- Except for items which are returned as a result of an warranty repair failure, all items must be returned in their original box. Unmarked, unused, unopened, and in resalable condition.
- All items must be returned in their original box and packed in a sufficient exterior box for return shipping, and include all accessories, certificates and manuals included in the original shipment.



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## RMA AUTHORIZATION - PAGE 3

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**The following items may not be returned:**

Refrigerated or sterile products may not be returned, even if they are unmarked and unused.

Made-to-order or specially ordered items (items not routinely stocked in the warehouse of The Lab Depot, Inc., or currently not sold by The Lab Depot, Inc.) may not be returned unless a vendor is willing to take back a specially ordered item. The return of a specially ordered item is subject to any restocking fee charged by the vendor.

Obsolete, discontinued, expired, short-dated, used, or items in units of measure less than the original unit of sale from The Lab Depot, Inc. may not be returned for credit.

**Hazardous items and chemicals may not be returned.**

**Restocking Fee:**

Returns may be subject to a restocking fee of up to 35%.

By signing this form I am authorizing that this return request meets all criteria of The Lab Depot's Return Goods Policy.

Signature \_\_\_\_\_

Your Name (Print) \_\_\_\_\_

Title \_\_\_\_\_

