

Sea-Bird Service Request Form



To return instruments for calibration or other service, please provide the information below, so we can serve you better and prevent delays in the return of the instruments:

1. Get a Returned Material Authorization (RMA) number from Sea-Bird (service@seabird.com, phone [+1] 425-643-9866, fax [+1] 425-643-9954). Reference the RMA number on this form, on the outside shipping label for the instruments, and in all related correspondence.
2. Include this form when shipping the instruments to Sea-Bird for servicing.
3. E-mail or fax us a copy of this form on the day you ship (service@seabird.com or fax [+1] 425-643-9954).

RMA Number: _____

Date equipment needed: _____

☐ I need a written quote.

☐ Send only electronic copies of service documents.

CONTACT INFORMATION

Your Name: _____ Institution/Company: _____

Shipping/Delivery address for packages: _____

Phone: _____ Fax: _____ E-mail: _____

SERVICE INFORMATION

Date Shipped: _____ Sea-Bird Model Numbers (i.e., SBE 37-SM, etc.): _____

Quantity: _____ Serial Numbers: _____

Special Instructions – for example, if specific services are required for some instruments (i.e., if 10 instruments need calibration, and 1 also needs repairs, specify serial number for instrument needing repairs):

☐ Calibration Services (includes basic diagnostic):

☐ Temperature ☐ Conductivity ☐ Pressure ☐ Oxygen ☐ pH

☐ Other (i.e., fluorometer, turbidity, par, etc.): _____

☐ Additional Services (additional charges apply; specify serial numbers):

☐ Internal Inspection & O-Ring Replacement (includes hydrostatic pressure test) _____

☐ Install new anti-foulant device(s) (moored instruments) _____

☐ System Upgrade or Conversion _____

☐ Diagnose & Repair Problems (provide as much information as possible - description(s), configuration [.con or .xmlcon] file and raw data [.hex or .dat] file showing problems, etc.) _____

☐ Download Data from instrument Memory _____

PAYMENT / BILLING / SHIPPING INFORMATION

[] Credit Card (Sea-Bird accepts payment by VISA, MasterCard, or American Express)

Name on Card: _____

Please call Cheryl Reed (425-644-3244) or Valerie Oliver (425-644-3202) with credit card information.

[] Purchase Order (P.O.)

P.O. Number: _____

Billing Address (if different than shipping address): _____

Shipping Instructions for Returning Instrument to You – for example, should we use a particular freight forwarder or courier account:

Instructions for Returning Goods to Sea-Bird

Note: Sea-Bird moved in January 2010; use the current address (shown below).

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

Sea-Bird Electronics, Inc.
13431 NE 20th Street
Bellevue, WA 98005, USA
Phone: 425-643-9866, Fax: 425-643-9954

2. International Shipments –

Option A. Ship via PREPAID AIRFREIGHT to SEA-TAC International Airport (IATA Code “SEA”):

Sea-Bird Electronics, Inc.
13431 NE 20th Street
Bellevue, WA 98005, USA
Phone: [+1] 425-643-9866, Fax: [+1] 425-643-9954, E-mail: service@seabird.com

Notify: MTI Worldwide Logistics for Customs Clearance

Seattle, WA, USA Phone: [+1] 206-431-4366, Fax: [+1] 206-431-4374, E-mail: brokerage@mti-worldwide.com

E-mail flight details, airway bill number, and RMA number to service@seabird.com and brokerage@mti-worldwide.com when your shipment is en-route.

Option B. Ship via EXPRESS COURIER directly to Sea-Bird Electronics (see address above):

If you choose this option, **we recommend shipping via UPS, FedEx, or DHL**. Their service is door-to-door, including customs clearance. It is not necessary to notify our customs agent, MTI Worldwide, if you ship using a courier service.

E-mail airway bill, tracking number, and RMA number to service@seabird.com when your shipment is en-route.

For All International Shipments:

Include a **commercial invoice** showing the description of the instruments, and **Value for Customs purposes only**. Include the following statement: **“U.S. Goods Returned for Repair/Calibration. Country of Origin: USA. Customs Code: 9801001012.”**

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: If Sea-Bird receives an instrument from outside the U.S. in a crate containing non-approved (i.e., non-heat-treated) wood, we will return the instrument in a new crate that meets ISPM 15 requirements (see www.seabird.com/customer_support/retgoods.htm). We will charge \$50 to \$150 for the replacement, based on the crate type. These prices are valid only for crate replacement required in conjunction with return of a customer's instrument after servicing, and only when the instrument was shipped in a crate originally supplied by Sea-Bird.