

# 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 GmbH (seabird.eu@seabird.com, phone +49 (0) 831 / 960994-701, fax +49 (0) 831 / 960994-709). Reference the RMA number on this form, on the outside shipping label, and in all related correspondence.
2. Include this form when shipping the instruments to Sea-Bird GmbH for servicing.
3. E-mail or fax us a copy of this form on the day you ship. seabird.eu@seabird.com or fax +49 (0) 831 / 960994-709

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 the serial number for the 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 INFORMATION

### Payment type request

Invoice

Prepayment

Credit Card (Sea-Bird GmbH accepts payment by VISA, Master Card, or American Express)

Name on Card: \_\_\_\_\_

Please call Sea-Bird GmbH (+49 (0) 831 / 960994-701) with credit card information.

### Payment Information

Purchase Order (P.O.)

P.O. Number: \_\_\_\_\_

Billing Address (If different than shipping address): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

---

### Instructions for Returning Goods to Sea-Bird GmbH

1. **All shipments- Ship prepaid** (via UPS, FedEx, DHL, etc.) directly to:  
Sea-Bird GmbH  
Ludwigstr. 16  
87437 Kempten, Germany  
Telephone: +49 (0) 831 / 960994-701, Fax: +49 (0) 831 / 960994-709

**Note:** Any shipments that are not prepaid must be agreed to in advance by Sea-Bird GmbH.

#### **Notify Sea-Bird GmbH for Customs Clearance**

E-mail RMA number, flight details, and airway bill number to [seabird.eu@seabird.com](mailto:seabird.eu@seabird.com).

**Note:** If Sea-Bird GmbH receives an instrument from outside the EU in a crate containing non-approved (i.e., non-heat-treated) wood, we will return the instrument in a new crate that meets the requirements of ISPM 15 (see [http://www.seabird.com/customer\\_support/retgoods.htm](http://www.seabird.com/customer_support/retgoods.htm) for details). We will charge 45€ to 125€ for the replacement crate, 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.