



ARTEL PCS[®] PIPETTE CALIBRATION SYSTEM

RETURN SHIPMENT INSTRUCTIONS

A. Trial Instruments:

To include the following: PCS Instrument and Power Supply
PCS Procedure Guide
Printer, AC Adapter and Printer Cable
Printer Manual
Aliquot Container Holder

B. Repair Service Instruments:

To include the following: PCS Instrument and Power Supply
Printer, AC Adapter and Printer Cable (if requested)

C. Packaging Instructions:

For All Instruments:

1. Lift the lid of the PCS Instrument and check to ensure there is no vial inside. Failure to remove a vial will cause spillage and damage to the instrument.
2. Repack PCS Instrument and components in the original shipping box and blue foam packing material. If no longer available, contact ARTEL Technical Support at 1-888-406-3463 and the proper packing materials will be sent to you.

NOTE: Any damage incurred due to improper packing will be the responsibility of the sender to reimburse.

D. Shipping Instructions:

For all instruments:

1. Call ARTEL Technical Support at 1-888-406-3463 to obtain a Return Goods Authorization Number. This number needs to be written on the top of the shipping box.
2. Ship the box to: Artel, Inc.
25 Bradley Drive
Westbrook, ME 04092-2013
3. All facilities returning PCS Instruments to ARTEL are responsible for shipping costs and for insuring the shipment in the amount of the replacement cost with the carrier (either UPS Ground Trac or similar service).

For Outside the United States: Return via UPS or Federal Express only. Shipment by other carriers may result in additional shipping / brokerage charges billed to you.

If you have any questions, please contact:

ARTEL Technical Support Department
Phone: (888) 406-3463
Fax: (207) 854-0867