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Customer Request Form Service

SA Nr. (will be filled from Eppendorf)**:**

Contact Details (*required fields)

Billing address ☐ Mrs. ☐ Mr.		**Delivery address** ☐ corresponds to billing address
***Surname, First name:**		**Surname, First name:**
***Company/University/Clinic:**		**Company/University/Clinic:**
Division/Institution/Department:		**Division/Institution/Department:**
***Street:**		**Street:**
***Postal Code:**	***City:**	**Postal Code:** **City:**
***Country:**		**Country:**
***E-Mail:**		**E-Mail:**
Phone number:		**Phone number:**
VAT-Number:		

General Data Protection Regulation (GDPR): You can find a comprehensive overview of how we handle your data confidentially at www.eppendorf.com/gdpr.

Details about the device:

Manufacturer:	**The following service(s) should be performed on the device** (please, tick a box)**:** ☐ **Repair** ☐ **OQ** ☐ **Maintenence** ☐ **IQ & OQ** ☐ **Installation & training**
Device type:	
Serial number S/N:	
Institution / Department:	
Problem description / Error Code / Additional Info:	

Please choose the desired option:

☐ I hereby order a service to a net value of (please, tick a box):
*Your device is additionally going to be tested for warranty claims**

up to ☐ 500 € ☐ 1.000 € ☐ 2.000 € ☐ _____ €

☐ I hereby authorize you to create a detailed offer:
For a creation of a repair offer, we will charge an additional fee (see it below, on the information sheet)

☐ **On-Site Service** for an additional travel fare of 129 € (within Austria)*

☐ **In-House Service in our workshop in Vienna** for additional packaging and transport costs (weight-dependent)*

If no option is selected, a quote will be automatically generated for a quote fee with the additional service option for on-site/in-house service in our workshop Vienna.

Please note:
The completely filled out decontamination declaration on the next page is a prerequisite for further processing of your assignment. If it is not enclosed with your shipment, it will delay the processing until you receive your decontamination certificate.

_____
Date / Signature / Stamp

*Only our general terms of delivery and payment are valid in the current version, you can find them on the internet under www.eppendorf.at

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Decontamination Declaration for Devices

SA Nr. (will be filled from Eppendorf)**:**

Has the above specified device come into contact with the following substances?

Harmful aqueous stabilizers, buffers, acids, alkaline substances:						◯ Yes	◯ No
Potentially infectious reagents:						◯ Yes	◯ No
Organic reagents and dissolvent:						◯ Yes	◯ No
Radioactive substances	Radiation:	◯ α	◯ β	◯ γ			◯ No
Harmful proteins:						◯ Yes	◯ No
DNA:						◯ Yes	◯ No
Have these substances entered the device?						◯ Yes	◯ No

In case yes, which? _____

Description of measures to decontaminate the listed parts:

I hereby confirm that:

- ☐ the device(s) or product(s) mentioned above has/have not been in contact with hazardous substances.
- ☐ the device(s) or product(s) mentioned above has/have been in contact with hazardous substances.
- ☐ the abovementioned device(s) have not been in contact with the SARS-CoV-2 corona virus.
- ☐ the abovementioned device(s) have been in contact with the SARS-CoV-2 corona virus*.

*Excerpt from „Recommendations of the RKI on hygiene measures in the context of the treatment and care of patients with an infection by SARS-CoV-2 (as of 1.4.2020)“: Thermal disinfection methods should be preferred whenever possible. If this is not possible, disinfectant infection products with proven, at least limited virucidal activity are used.

Description of the measures for the decontamination of the listed objects:

☐ We hereby declare that the objects to be serviced have been carefully cleaned and decontaminated prior to shipment. All objects (instruments and all other objects sent to service) are free of harmful chemicals, infectious or radioactive substances, as well as healththreatening proteins, DNA or bacteriological contamination. All listed devices are safe to handle and ship.

Date, City	Company / Department	Signature of authorized person

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Customer's Information Sheet

SA Nr. (will be filled from Eppendorf)**:**

In order to clarify your service case, an Eppendorf-certified service technician will contact you within two working days.

Our fees for creating a repair offer:

Group	Costs	Device types
Device Group 1	138 €	Thermomixer, Centrifuges, BioPhotometer, PCR-devices, Incubators, Freezers, Shakers, Cell Tech Instruments
Devise Group 2	290 €	BioSpectrometer, epMotion, Micromanipulators, Shaker 43/R, 44/R, S41I, S44i
Device Group 3	on demand	Fermentors und Bioreactors, Cepa

On-Site-Service: subject to an additional travel fare of 129 €.

In-House Service in our workshop in Vienna: subject to additional packaging and transport costs. The pickup/ delivery costs are dependent on the weight of the device.

Transport costs (pickup or delivery)

up to 5 kg:	6,90 €	up to 25 kg:	13,40 €
up to 10 kg:	9,20 €	up to 31,5 kg:	15,40 €
up to 15 kg:	10,70 €	up to 31,5 kg:	on demand
up to 20 kg:	11,70 €		

In case of a large and heavy device, please consult with our service. Pickups up to 31.5 kg in original packaging are subjects to an additional fee of **17,00 €**.

Packaging costs: 0,7 % from the original price of the device

Shipping:

Eppendorf Austria executes the transportation of the devices in their original packaging. Only this way can we guarantee the safety of the devices during transportation. The cost for the original packaging will be listed at a separate position on your invoice.

Price information:

All our prices are given in € and are valid only within Austria until disclaimer. In case you have more Eppendorf devices, we are pleased to create a non-binding service offer for you. You can also make use of our extensive maintenance services, warranty extensions or other service activities. We will be happy to provide you further information. In case you have more than ten devices, we can provide a free on-site device validation (checking the condition of the devices by our service technicians).

Information ISO 9001/ ISO 13485:

Eppendorf Service operates according to these standards and can only process your device after the purchase order has been issued and signed. Without a purchase order and/or without an official order regarding to our offer, the device will be returned to you at your charges.

More information online on our Service & Support Website.

Delivery address:
Eppendorf Austria GmbH, Service
Ignaz Köck Straße 10, 1210 Wien
Tel.: +43 1 890 13 64-12 • service@eppendorf.at

Zertifiziertes QM-System
mdc
ISO 13485
ISO 9001

www.eppendorf.com/epServices

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