

# Service-Order Pipette-Service

<b>Billing Address (*required fields)</b> <input type="checkbox"/> Ms. <input type="checkbox"/> Mr. *Name: _____ *Company/University: _____ Division/Institute: _____ *Street: _____ *Area Code/City: _____ Telephone: _____ *E-Mail: _____	<b>Shipping Address</b> <input type="checkbox"/> same as billing address <input type="checkbox"/> Ms. <input type="checkbox"/> Mr. *Name: _____ *Company/University: _____ Division/Institute: _____ *Street: _____ *Area Code/City: _____ Telephone: _____ E-Mail: _____
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**Information regarding pipettes:**

Number of pipettes: \_\_\_\_\_ Service-intervall (per year):    1 x    2 x    4 x    \_\_\_\_\_

<b>Requested service program:</b> <input type="checkbox"/> Premium <input type="checkbox"/> As-Found-measurement <input type="checkbox"/> Standard <input type="checkbox"/> Basic (4 values) <input type="checkbox"/> Customized (desired procedures are enclosed)	<b>Evaluation according to:</b> Manufacturer specifications ISO-specifications	<b>Accredited Pipette-Service:</b> <input type="checkbox"/> accredited report according to ISO 17025
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!If no information is provided, Standard-Service with evaluation according to manufacturer specifications and a yearly service-interval is assumed.

In the **case of defects** please check Premium-Service: Premium-Service works as a flat-rate and includes reparation and servicing as well as the exchange of all defective parts (excluding PCB, Pump and Motor Units)

In case of a repair, I only require a cost estimate if the price of the service product (= flat-rate) is exceeded.

**Attention:** Please provide all needed accessories (e.g.: tips, if Eppendorf-tips are not compatible or other tips are desired, chargers for electronic pipettes etc.)

Defect-/Error description: \_\_\_\_\_

\_\_\_\_\_

Other remarks: \_\_\_\_\_

\_\_\_\_\_

An additional duplicate of the measurement protocol is required.

----- Decontamination Declaration -----

The pipettes are not contaminated and can be handled by your service-team without any risk.

\_\_\_\_\_

Date Signature

## Shipping-Address: Pipette-Service

Eppendorf Austria GmbH, Pipettenservice  
 Ignaz-Köck-Straße 10, 1210 Vienna  
 Tel.: +43 1 890 13 64-13 • pipettenservice@eppendorf.at



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 DI Mathias Wenisch  
 Handelsgericht: Wien,  
 FN 269062 f

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