

Packaging

Make sure the product is securely and safely packaged or in its original packaging. Place a letter inside the packaging. Electronic PCBs must be packaged in static shielding bags.

Include the following:

1. Use your letterhead (we can get all the company information from this)
2. Contact details (Name, email / contact number) for the individual dealing with the RMA. *Remember, if the RMA is being shipped to the end-user site, this is the address that you should use on the RMA request form!*
3. Description of the system or board/part and its serial number
4. Detailed description of the problem with the system or board/part
5. Credit card number or Purchase Order # *(Based on account terms)*

There are three reasons for this:

1. We have an address and contact that we can keep with the unit and a method of contacting you if we have questions
2. We require a detailed fault description to ensure we can replicate the fault in our repair lab
3. There is an address on the inside of the box if the external address is destroyed in shipping

Systems damaged due to inadequate packaging are not covered by warranty.

Insurance

Make sure you have adequate insurance on the product to cover its value before shipping.

Labeling the Box

Make sure that the RMA number is plainly visible on the outside of the package you are sending. Receiving will refuse any packages without RMA numbers visible on the outside of the package.

International Shipments

We recommend that International shipments use a customs broker on all shipping documents. All returns should be shipped freight prepaid. Any customs charges incurred by Galvanic on in-bound non-warranty shipments will be added to the repair charges. All systems are shipped back to the customer freight collect. Customers are responsible for paying all customs charges incurred by using their own customs broker.

Below are the correct addresses for shipping RMA equipment to Galvanic. When you receive your RMA number from

Galvanic, you can write in on the appropriate label, cut it out, and affix it to the outside of your package.

We recommend International customers include following statement on shipping documents.

<p>Gas Measurement</p> <p>Galvanic Applied Sciences Inc.</p> <p>RMA # _____</p> <p>7000 Fisher Road S.E.</p> <p>Calgary, Alberta Canada</p> <p>T2H 0W3</p>	<p>Liquid Measurement</p> <p>Galvanic Applied Sciences Inc.</p> <p>RMA # _____</p> <p>101 Billerica AVE Building 5, Suite 104</p> <p>North Billerica MA. 01862, USA</p>
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Please ensure that when sending to Canada Include the following statement:

“Canadian manufactured goods being returned for repair and return.”

Please ensure that when sending to USA Include the following statement:

“USA manufactured goods being returned for repair and return.”

Any questions? Please contact Galvanic customer service at: +1.866.252.8470 (+1.403.252.8470), or email support@galvanic.com