

BIO-STRATEGY LTD

SERVICE REQUEST FORM

REQUIRED INFORMATION (Complete all information in this section)	
Customer:	Date:
Delivery Address:	
Postal Address:	
Contact Name:	E-mail:
Phone:	Mobile:
Order Number:	Internal Reference:

If paying by credit card, please call us on 0800 34 24 66 for credit card details.

INSTRUMENT DETAILS (If there is more than one, please list on a separate form)		
Make:	Model:	Serial #
Accessories:		Date Purchased:
Description of fault:		

Please tick one: ☐ Customer drop-off ☐ Sending via courier For on-site service please call 0800 34 24 66

DECONTAMINATION

All equipment must be decontaminated before delivery to Bio-Strategy.

NB: Acceptable forms of decontamination include wiping with 70% ethanol or washing with detergent water.

Has this equipment had contact with any hazardous material? (e.g. Biological, bacterial, virological, chemical or radioactive)

☐ NO

☐ YES

Tick the box if equipment has been used with any of the following:

☐ Hazardous chemicals or solvents (incl. toxins, carcinogens)

☐ Radioactive specimens

☐ Biological substances (Please advise PC level if applicable)

☐ Other hazardous substances (i.e. explosives)

Details of contamination:

Customer Comments:

DECLARATION (Please read and sign)

I hereby declare the information supplied on this form is complete, accurate and the goods sent to Bio-Strategy are free from any dangerous substances.

Name of person authorised to make the declaration:

Job Title:

Signature:

Date:

CONDITIONS OF REPAIR

1. Customer must have account in good standing
2. Repairs cannot commence without an order number
3. An assessment fee applies to this instrument repair

Please include this form with goods and send to:

Bio-Strategy Ltd, 1/33 Westpoint Drive, Hobsonville 0618, Auckland – Attention: Service Department

If you have any questions, please contact us – 0800 34 24 66 or email: service.nz@bio-strategy.com