

## Vacuum Products Division Instructions for returning products

Dear Customer,

Please follow these instructions whenever one of our products needs to be returned.

Complete the attached **Request for Return form** and send it to Agilent Technologies (see below), taking particular care to include the completed **Health and Safety** declaration Section. No work can be started on your unit until we receive a completed copy of this form.

After evaluating the information, Agilent Technologies will provide you with a **Return Authorization (RA) number** via email or fax, as requested. Note: Depending on the type of return, a Purchase Order may be required at the time **the Request for Return is submitted**. We will quote any necessary services (evaluation, repair, special cleaning, eg).

### Product preparation

- Remove all accessories from the core product (e.g. inlet screens, vent valves).
- Prior to shipment and if applicable for your product, drain any oils or other liquids, purge or flush all gasses, and wipe off any excess residue.
- If ordering an Advance Exchange product, please use the packaging from the Advance Exchange to return the defective product.
- Seal the product in a plastic bag, and package product carefully to avoid damage in transit. You are responsible for loss or damage in transit.
- Include a copy of the Health and Safety Declaration in the shipping documentation on the outside of the shipping box of your returning product.
- Clearly label package with RA number. Using the shipping label provided will ensure the proper address and RA number are on the package. Packages shipped to Agilent without a RA clearly written on the outside cannot be accepted and will be returned.
- Return only products for which the RA was issued.

### Shipping

- Ship to the location specified on the printable label, which will be sent, along with the RA number, as soon as we have received all of the required information. Customer is responsible for freight charges on returning product.
- Return shipments must comply with all applicable Shipping Regulations (IATA, DOT, ADR, etc.) and carrier requirements.

RETURN THE COMPLETED **REQUEST FOR RETURN** FORM TO YOUR NEAREST LOCATION:

#### EUROPE:

Fax: 00 39 011 9979 330

Fax Free: 00 800 345 345 00

Toll Free: 00 800 234 234 00

[vpt-customer@agilent.com](mailto:vpt-customer@agilent.com)

#### NORTH AMERICA:

Fax: 1 781 860 9252

Toll Free: 800 882 7426

[vpl-ra@agilent.com](mailto:vpl-ra@agilent.com)

#### PACIFIC RIM:

please visit our website for individual  
office information

<http://www.agilent.com>



**TERMS AND CONDITIONS**

**Please read the terms and conditions below as they apply to all returns and are in addition to the Agilent Technologies Vacuum Product Division – Products and Services Terms of Sale.**

- Unless otherwise pre-negotiated, customer is responsible for the freight charges for the returning product. Return shipments must comply with all applicable **Shipping Regulations** (IATA, DOT, etc.) and carrier requirements.
- Agilent Technologies is not responsible for returning customer provided packaging or containers.
- Customers receiving an Advance Exchange product agree to return the defective, rebuildable part to Agilent Technologies **within 15 business days**. Failure to do so, or returning a non-rebuildable part (crashed), will result in an invoice for the non-returned/non-rebuildable part.
- Returns for credit toward the purchase of new or refurbished Products are subject to prior Agilent approval and may incur a restocking fee. Please reference the original purchase order number.
- Units returned for evaluation will be evaluated, and a quote for repair will be issued. If you choose to have the unit repaired, the cost of the evaluation will be deducted from the final repair pricing. A Purchase Order for the final repair price should be issued within 3 weeks of quotation date. Units without a Purchase Order for repair will be returned to the customer, and the evaluation fee will be invoiced.
- Products returned that have not been drained from oil will be disposed.
- A Special Cleaning fee will apply to all exposed products
- If requesting a calibration service, units must be functionally capable of being calibrated.



Vacuum Products Division
Request for Return Form

Customer information
Company :
Address:
Contact Name:
Tel:
Fax:
Email:

Equipment
Product description
Agilent PartNo
Agilent Serial No
Original Purchasing Reference
Failure description
Type of process (for which the equipment was used)

Type of return
Non Billable
Billable
Exchange
Repair
Upgrade
Consignment/Demo
Calibration
Evaluation
Return for Credit

Health and safety
Substances (please refer to MSDS forms)
The product has been exposed to the following substances:
Toxic
Harmful
Corrosive
Reactive
Flammable
Explosive (\*)
Radioactive (\*)
Biological (\*)
Oxidizing
Sensitizer
Other dangerous substances

Goods preparation
If you have replied YES to one of the above questions. Has the product been purged?
If yes, which cleaning agent/method:
Has the product been drained from oil?
I confirm to place this declaration on the outside of the shipping box.

I declare that the above information is true and complete to the best of my knowledge and belief.
I understand and agree to the terms and conditions on page 2 of this document.

Name:
Position:
Date:
Authorized Signature:

NOTE: If a product is received at Agilent which is contaminated with a toxic or hazardous material that was not disclosed, the customer will be held responsible for all costs incurred to ensure the safe handling of the product, and is liable for any harm or injury to Agilent employees as well as to any third party occurring as a result of exposure to toxic or hazardous materials present in the product.