

# **ATTENTION**

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**ALL UNITS WILL BE ASSESSED A \$450.00 DECONTAMINATION FEE IF UNITS ARE RECEIVED AND FOUND TO HAVE NOT BEEN CLEANED THOROUGHLY. THE DECONTAMINATION PROCESS INCLUDES CLEANING BOTH THE INTERIOR AND EXTERIOR OF THE UNIT. IF YOUR CENTRIFUGE IS ASSESSED A DECONTAMINATION FEE AND YOU OPT TO NOT HAVE THE UNIT REPAIRED, THE DECONTAMINATION FEE STILL STANDS. IN LIGHT OF THE CURRENT COVID-19 CRISIS, THIS POLICY IS MANDATORY.**

**FAX/EMAIL COMPLETED TO CUSTOMER SERVICE TO RECEIVE AN RGA NUMBER.  
CUSTOMER SERVICE CONTACT:**

FAX: 501-882-2122

EMAIL: [SALES@OZARKBIOMEDICAL.COM](mailto:SALES@OZARKBIOMEDICAL.COM)

**A COMPLETED RGA / DECONTAMINATION FORM, INCLUDING A DETAILED PROBLEM DESCRIPTION, MUST BE SUBMITTED TO OZARK BIOMEDICAL'S CUSTOMER SERVICE FOR RGA APPROVAL PRIOR TO SHIPPING UNIT TO OZARK BIOMEDICAL FOR SERVICE.**

**AN RGA NUMBER MUST BE ON THE OUTSIDE OF THE UNIT'S BOX OR OZARK BIOMEDICAL WILL REFUSE THE UNIT.**

**IF REQUESTING SERVICE FOR MULTIPLE UNITS, EACH UNIT MUST BE ASSIGNED A SEPARATE RGA NUMBER AND PURCHASE ORDER NUMBER. THE SAME PO NUMBER CANNOT BE USED ON MULTIPLE UNITS.**

Ozark Biomedical, LLC

# EQUIPMENT REPAIR REQUEST

1001 Commerce PL Ph # 800.457.7576  
Beebe, AR 72012 Fax # 501.882.2122  
Email:sales@ozarkbiomedical.com  
Web Site: www.ozarkbiomedical.com

P.O. No.	APPROVED BY:	Date
		3/16/2020
Please include PO# for all flat rate repairs. If not a flat rate repair an estimate will be provided.		

**\*\*The Equipment must be decontaminated!! Any equipment recieved at Ozark's facility deemed contaminated will result in \$450.00 charge. If you choose to not have your centrifuge repaired, the decontamination fee stands!!**

Name \_\_\_\_\_ CONF. EMAIL \_\_\_\_\_  
Phone# \_\_\_\_\_ FAX # \_\_\_\_\_

BILL TO:		PLEASE VERIFY BILL TO AND SHIP TO INFORMATION!!!
SHIP TO:		

INSTRUMENT: \_\_\_\_\_ SERIAL # \_\_\_\_\_

PROBLEM DESCRIPTION:

	Is This A Warranty Repair? Yes No
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SHIP MY CENTRIFUGE BACK TO ME VIA: NEXT DAY \_\_\_\_ 2 DAY \_\_\_\_ GROUND \_\_\_\_ FREIGHT \_\_\_\_

SHIP USING MY SHIP ACCT # \_\_\_\_\_

DECONTAMINATION DATE: \_\_\_\_\_ DECONTAMINATION METHOD: \_\_\_\_\_

**UPON RECEIVING THIS COMPLETED FORM VIA FAX AN RGA# WILL BE ISSUED FOR THE RETURN OF YOUR CENTRIFUGE! FAX COMPLETED FORM TO: 501-882-2122 IF YOU WOULD LIKE YOUR RGA # SENT VIA TXT PLEASE ADD YOUR CELL # HERE**