

With the completion and submittal of this form, you are consenting to Sontec Instruments, Inc. to retain your personal and/or company's data in compliance with the GDPR regulation (EU) 2016/679.

This form is NOT for returns. For returns of NEW instruments, phone for Returned Material Authorization (RMA). Proof of purchase required.

Instructions for filling out this form:

1. Send item photos for evaluation to determine possibility of repair (email, text, or fax). If not repairable, you will be quoted replacement pricing with approval of Sontec management.
2. If instrument(s) has been determined repairable, fax billing information to +1-303-792-2606 or call +1-303-790-9411 during office hours. WhatsApp available upon request.
3. Complete form #FM-005 Proof of Sterilization (download from Sontec website or request that one be sent to you).

Sontec Approval Signature & Date

Contact Name (please print)

Signature

Date _____

Contact Email

Contact Phone

Account #

of Items for Repair

BUSINESS NAME & SHIPPING ADDRESS

PURCHASE ORDER # (IF APPLICABLE)

[illegible]

CC #

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EXP

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SECURITY #

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(Please provide Credit Card information by PHONE, FAX, or WhatsApp ONLY. Do not email.)

- **FDA requires Proof of Sterilization (complete form #FM-005) for all items sent in for repair, or the items will be returned to you.**
- It is highly recommended to use secure and appropriate packaging of your repair items to prevent damage and added repair costs.
- Sontec reserves the right to replace items with similar or like pattern or value in lieu of repairs and items deemed beyond repair.
- **Sontec cannot accurately give an estimate prior to repair.** All repairs are subject to a **\$100 minimum.**
- Repair times will vary.
- I understand and agree to above statements. **Form must be signed and a credit card provided for the repair to be processed.**

ITEM #	ITEM DESCRIPTION	DESCRIPTION OF PROBLEM OR ISSUE REQUIRING REPAIR

Leaving this section blank will incur an additional \$25 surcharge. There are no warranties or guarantees on repaired instruments either expressed or implied.

For Office Use Only

Freight Carrier _____ Was package damaged? ☐ Yes ☐ No

Received in sterilized pouch? ☐ Yes ☐ No Confirmation by (initials) _____ Date Received _____