

RMA Request and Decontamination Form

Date: _____

To Return Merchandise for Credit, Replacement or Exchange: Merchandise can be returned to SSI for credit or exchange within 30 days from shipment with the prior approval of SSI's Customer Service and sales representative. Before returning any items for credit, replacement or exchange call SSI's Customer Service at 1-800-251-3000 and obtain a Return Materials Authorization (RMA) number. Items must be received by SSI within 30 days of issue of the RMA number or the return will be voided. Merchandise returned after 30 days but before 90 days may be subject to a 25% restocking charge. In order to receive credit, replacement or exchange for merchandise without manufacturers defect, merchandise must be returned to SSI in the original condition in which it was shipped i.e. packaging intact, unopened, and merchandise unused. After 90 days from shipping date, merchandise cannot be returned for credit, exchange, or replacement.

Merchandise cannot be returned for Credit, Replacement or Exchange if:

- Returned more than 90 days from the shipping date
- Specifically ordered, custom made or modified for the customer
- Repaired, altered, customized, and/or modified in any way by the customer
- Misuse of Product
- Discontinued product
- Used or Processed instruments without manufacturer defect are not returnable

(Evaluation items that are not returned in original condition received are not eligible for credit)

Ship Returned Merchandise to:
Specialty Surgical Instrumentation
3034 Owen Drive
Antioch, TN 37013

Note: This form must be completed and attached to the outside of each shipping carton making sure that this form and SSI issued RMA number are visible.

1.CUSTOMER INFORMATION:

Customer No.: _____ RMA No.: _____ Original PO#: _____

Customer Name & Address: _____

Name of Customer Contact: _____ Repair / Service (If this is a repair/service the form still must be completed)

Customer Contact Telephone No.: _____ Customer Contact Email Address: _____

Please contact SSI's Customer Service Department if you need further assistance completing this form at 1-800-251-3000. Form must be complete and attached to each shipping carton being returned.

2. RETURNED MERCHANDISE INFORMATION:

Part Number	Qty.	Product Problem Description(to add additional info. use page 3)	Lot/Batch/Serial No.

3. DECONTAMINATION CHECK:

To prevent the exposure to potential biohazards, SSi requires that any product that has left the control of the SSi facility must have this form completed, and attached to merchandise’s shipping cartons, certifying from the customer that merchandise being returned has been decontaminated prior to return. SSi will **not** accept delivery of any merchandise that contains or is contaminated with hazardous substances. Please make sure all items are properly cleaned and decontaminated prior to returning to our facility.

Unclean or contaminated items will be rejected and returned to the customer at the customer’s expense within 48 hours if this form is not completed.

Your signature below certifies that the merchandise has been decontaminated of any hazardous substances.

Please initial the Following:

The returned items have been cleaned and sterilized and is **not** dangerous to human health and safety:_____

Describe cleaning and sterilization method used on returned items or if returned items are unused:

Signature: _____

Please contact SSi’s Customer Service Department if you need further assistance completing this form at 1-800-251-3000. Form must be complete and attached to each shipping carton being returned.

4. DETAILED DESCRIPTION OF PRODUCT ISSUE:

Please contact SSI's Customer Service Department if you need further assistance completing this form at 1-800-251-3000. Form must be complete and attached to each shipping carton being returned.