



RETURN GOODS FORM – DO SENSOR SERVICE

Thank you for choosing Broadley-James for your service needs! SEE NEXT PAGE for important information & instructions.

To return your DO sensors for service, first call or Email us for a **Return Authorization Number¹**. Then fill out this form, indicating the requested service for each sensor, and sign below. Kindly FAX or EMAIL a copy to us, and include the completed form with your shipment. A formal quotation will be provided upon receipt of your sensors, and your Order will be due at that time, if not already provided. Typical turnaround in most cases is within 2 weeks. *A Purchase Order or authorized credit card must accompany sensors returned for "Evaluation" (see next page for details).*

Date	<input type="text"/>	RA Number	<input type="text"/>
Company	<input type="text"/>		
Contact Person	<input type="text"/>		
Telephone	<input type="text"/>		
Email Address	<input type="text"/>		

	<u>Serial Number</u>	<u>Model Number</u>	<u>Requested Service²</u> (check one per item; descriptions on Pg 2)
1.	<input type="text"/>	<input type="text"/>	Std. Rebuild <input type="checkbox"/> Full Rebuild <input type="checkbox"/> Remembrane <input type="checkbox"/> Evaluation <input type="checkbox"/>
2.	<input type="text"/>	<input type="text"/>	Std. Rebuild <input type="checkbox"/> Full Rebuild <input type="checkbox"/> Remembrane <input type="checkbox"/> Evaluation <input type="checkbox"/>
3.	<input type="text"/>	<input type="text"/>	Std. Rebuild <input type="checkbox"/> Full Rebuild <input type="checkbox"/> Remembrane <input type="checkbox"/> Evaluation <input type="checkbox"/>
4.	<input type="text"/>	<input type="text"/>	Std. Rebuild <input type="checkbox"/> Full Rebuild <input type="checkbox"/> Remembrane <input type="checkbox"/> Evaluation <input type="checkbox"/>
5.	<input type="text"/>	<input type="text"/>	Std. Rebuild <input type="checkbox"/> Full Rebuild <input type="checkbox"/> Remembrane <input type="checkbox"/> Evaluation <input type="checkbox"/>
6.	<input type="text"/>	<input type="text"/>	Std. Rebuild <input type="checkbox"/> Full Rebuild <input type="checkbox"/> Remembrane <input type="checkbox"/> Evaluation <input type="checkbox"/>
7.	<input type="text"/>	<input type="text"/>	Std. Rebuild <input type="checkbox"/> Full Rebuild <input type="checkbox"/> Remembrane <input type="checkbox"/> Evaluation <input type="checkbox"/>
8.	<input type="text"/>	<input type="text"/>	Std. Rebuild <input type="checkbox"/> Full Rebuild <input type="checkbox"/> Remembrane <input type="checkbox"/> Evaluation <input type="checkbox"/>
9.	<input type="text"/>	<input type="text"/>	Std. Rebuild <input type="checkbox"/> Full Rebuild <input type="checkbox"/> Remembrane <input type="checkbox"/> Evaluation <input type="checkbox"/>
10.	<input type="text"/>	<input type="text"/>	Std. Rebuild <input type="checkbox"/> Full Rebuild <input type="checkbox"/> Remembrane <input type="checkbox"/> Evaluation <input type="checkbox"/>
11.	<input type="text"/>	<input type="text"/>	Std. Rebuild <input type="checkbox"/> Full Rebuild <input type="checkbox"/> Remembrane <input type="checkbox"/> Evaluation <input type="checkbox"/>
12.	<input type="text"/>	<input type="text"/>	Std. Rebuild <input type="checkbox"/> Full Rebuild <input type="checkbox"/> Remembrane <input type="checkbox"/> Evaluation <input type="checkbox"/>

Declaration of Cleanliness/Decontamination – Required

All items being returned have been adequately cleaned and/or decontaminated pursuant to applicable health & safety regulations. No chemical, biological, or other risks remain which would endanger exposed persons.

Authorized Signature	Printed Name	Title
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Notes: ¹ Items returned soiled, or without prior authorization or proper documentation may result in rejection or delays. ² Additional parts and/or services may be required, to be advised. ³ Prices subject to change, and applicable taxes, shipping charges, etc., are extra. Broadley-James is not responsible for items damaged or lost in shipment. VISA/MasterCard/AMEX accepted.

PACKING RECOMMENDATIONS AND SHIPPING INSTRUCTIONS

Careful packaging of your sensors for their return will help protect fragile components and preserve any remaining warranty. We recommend returning sensors fully assembled with the connector cap, membrane cartridge, and rubber boot in place. Whenever possible, package each sensor individually in its original box, and use sufficient packing materials in the shipping container to restrict movement in transit. *Do not* pack loosely inside the shipping container. Sensors are temperature sensitive; ship via “Air” during harsh winter months.

Here are a few photos to help illustrate some packaging DOs and DON'Ts, with estimated “at-risk” dollar values added for emphasis. Note the “Recommended” packaging examples are incomplete as pictured; don't forget to pack everything in a box!



Ship Prepaid To: Broadley-James Corporation
 19 Thomas
 Irvine, CA 92618 USA
 Attn: (RA Number)

SERVICE OPTIONS AND CURRENT PRICES³

- Standard Rebuild** For BJC OxyProbe® or previously rebuilt Ingold sensor.....\$553 ea.
 Replace cathode, cartridge, electrolyte, seals; clean, polish, test, QA Certificate; warranty.
- Full Rebuild** For BJC OxyProbe or first-time Ingold conversion \$645 / Angled: \$764 ea.
 Same as Standard Rebuild, plus: replace *straight* or *angled* connector.
- Remembrane** For BJC OxyProbe or previously rebuilt Ingold sensor\$146 ea.
 Replace cartridge, electrolyte, seals; test. (*Does not include: clean, polish, test, certificate, or warranty.*)
- Evaluation** For BJC OxyProbe or previously rebuilt Ingold sensor Min. \$50 ea.
 This service verifies “as-is” sensor condition and performance, primarily as a troubleshooting aid. Includes: visual inspection, function test (if possible), and service report. *Note: By selecting this option, customer agrees to pay all applicable service charges and to provide additional details, if needed, to assist with our evaluation. Returns must be accompanied by a Purchase Order or credit card authorized for the minimum per-item service charge noted above. Additional charges may apply, including shipping and repair costs. A no-charge “Warranty Evaluation” may apply for qualified returns; subject to BJC determination; see warranty terms for details.*

OUR WARRANTY (excerpt – full text available on request)

“Goods manufactured or Services provided by Seller will be free from defects in materials or workmanship under normal use and care until the expiration of the applicable warranty period. Dissolved Oxygen sensors are warranted for (12) months from the date of shipment by Seller. Consumables and Services are warranted for a period of 90 days from the date of shipment or completion of the Services. All replacements or repairs necessitated by inadequate maintenance, normal wear and usage, unsuitable power sources, unsuitable environmental conditions, accident, misuse, improper installation, modification, repair, storage or handling, or any other cause not the fault of Seller are not covered by this limited warranty, and shall be at Buyer’s expense.”

Certain models may not be compatible with our replacement parts.
 Contact Customer Service with any questions (Tel: 949-829-5555, Fax: 949-829-5560, Email: sales@broadleyjames.com).