

## **GUIDELINES FOR RETURN OF PRODUCT TO BIBBY SCIENTIFIC LTD**

**As part of our continual efforts to offer the best customer service it is our aim to process all returned product as quickly as possible. In order to help us achieve this, please follow the procedure as outlined below.**

To return a product that has been used in a laboratory to Bibby Scientific Ltd, for any reason, the following procedure **MUST** be followed:

1. Fill out and sign the attached **DECONTAMINATION CERTIFICATE** ensuring that **ALL** decontamination procedures are carried out correctly.
2. Pack the product to be returned in adequate packaging.
3. Attach the completed **DECONTAMINATION CERTIFICATE** firmly on the **OUTSIDE** of the box along with any other documentation required for shipment.
4. Return the product to the address shown above.

**N.B.** If a Bibby Scientific Ltd Service Engineer is visiting your site to repair a piece of equipment or collect a product, a completed **DECONTAMINATION CERTIFICATE MUST** be available before the work can be commenced.

### **PLEASE NOTE:**

#### **FAILURE TO FOLLOW THE ABOVE PROCEDURE MAY RESULT IN DELAYS IN THE PROCESSING OF YOUR PRODUCT.**

- Goods returned to Bibby Scientific Ltd without a completed **DECONTAMINATION CERTIFICATE** will be stored whilst further inquiries are made.
- **Bibby Scientific Ltd reserve the right to dispose of or return goods if the correct documentation cannot be obtained WITHIN ONE MONTH.**

If you require any guidance on completing the **DECONTAMINATION CERTIFICATE**, please contact our Technical Department using the contact details above.



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Form 121 v4.0

## DECONTAMINATION CERTIFICATE

*For the Inspection, Servicing, Repair or Return of Laboratory Product*

Description of Product: ..... Serial / Batch No: .....  
 ..... Manufacturer's Return Ref: .....  
 Model / Catalogue No: ..... Customer Ref. / Order No: .....

**A) Has this product been exposed internally or externally to any of the following?  
 (Please answer each question by placing a X under YES or NO and give details in section B below)**

	YES	NO		YES	NO
1. Blood, body fluids, pathological specimens.	<input type="checkbox"/>	<input type="checkbox"/>	4. Chemicals or substances hazardous to health.	<input type="checkbox"/>	<input type="checkbox"/>
2. Any other biohazard.	<input type="checkbox"/>	<input type="checkbox"/>	5. Radioactive substances <small>(Provide details below including names of isotopes, quantities and checks made for residual activity)</small>	<input type="checkbox"/>	<input type="checkbox"/>
3. Biodegradable material that could become a hazard.	<input type="checkbox"/>	<input type="checkbox"/>	6. Other hazards.	<input type="checkbox"/>	<input type="checkbox"/>

**B) Give details of hazardous materials that the product has been exposed to, as indicated above, including details of names and quantities of agents and any relevant safety data sheets:**

.....  
 .....

**\*\*\* IF ANY HAZARDOUS MATERIALS HAVE BEEN USED, DECONTAMINATION MUST BE CARRIED OUT \*\*\***

**C) Your method of decontamination (use continuation sheet if necessary):**

.....  
 .....

**D) Are there likely to be areas of residual contamination by materials specified in section A or B above? (e.g. difficult areas to access during decontamination):**

.....  
 .....

**I declare that the information given above is true and complete to the best of my knowledge and belief.**

**Authorised signature:** ..... **Date:** .....  
**Name:** ..... **Position:** .....

**Company / Organisation:** .....  
**Address:** .....

..... **Post code:** .....  
**Tel:** ..... **E-mail:** .....