

Sea-Bird Service Request Form



To return instruments for calibration or other service, please provide the information below, so we can serve you better and prevent delays in the return of the instruments:

1. Get a Returned Material Authorization (RMA) number from Sea-Bird (seabird@seabird.com, phone [+1] 425-643-9866, fax [+1] 425-643-9954). Reference the RMA number on this form, on the outside shipping label for the instruments, and in all related correspondence.
2. Include this form when shipping the instruments to Sea-Bird for servicing.
3. E-mail or fax us a copy of this form on the day you ship. seabird@seabird.com or fax [+1] 425-643-9954

RMA Number: _____

Date equipment needed: _____

I need a written quote.

Send only electronic copies of service documents.

CONTACT INFORMATION

Your Name: _____ Institution/Company: _____

Shipping/Delivery address for packages: _____

Phone: _____ Fax: _____ E-mail: _____

SERVICE INFORMATION

Date Shipped: _____ Sea-Bird Model Numbers (i.e., SBE 37-SM, etc.): _____

Quantity: _____ Serial Numbers: _____

Special Instructions – for example, if specific services are required for some instruments (i.e., if 10 instruments need calibration, and 1 also needs repairs, specify the serial number for the instrument needing repairs):

Calibration Services (includes basic diagnostic):

- Temperature Conductivity Pressure Oxygen pH
 Other (i.e., fluorometer, turbidity, par, etc.): _____

Additional Services (additional charges apply; specify serial numbers):

Internal Inspection & O-Ring Replacement (includes hydrostatic pressure test) _____

Install new anti-foulant device(s) (moored instruments) _____

System Upgrade or Conversion _____

Diagnose & Repair Problems (provide as much information as possible - description(s), configuration [.con or .xmlcon] file and raw data [.hex or .dat] file showing problems, etc.) _____

Download Data from instrument Memory _____

PAYMENT/BILLING INFORMATION

Credit Card (Sea-Bird accepts payment by VISA, Master Card, or American Express)

Name on Card: _____

Please call Cheryl Reed (425-644-3244) with credit card information.

Purchase Order (P.O.)

P.O. Number: _____

Billing Address (If different than shipping address): _____

Instructions for Returning Goods to Sea-Bird

Note: Sea-Bird moved in January 2010; use the new address (shown below).

1. **Domestic Shipments (USA) - Ship prepaid** (via UPS, FedEx, DHL, etc.) directly to:

Sea-Bird Electronics, Inc.
13431 NE 20th Street
Bellevue, WA 98005, USA
Telephone: 425-643-9866, Fax: 425-643-9954

2. **International Shipments –**

Option A. Ship via PREPAID AIRFREIGHT to SEA-TAC International Airport (IATA Code “SEA”):

Sea-Bird Electronics, Inc.
13431 NE 20th Street
Bellevue, WA 98005, USA
Telephone: [+1] 425-643-9866, Fax: [+1] 425-643-9954, E-mail: seabird@seabird.com

Notify: MTI Worldwide Logistics for Customs Clearance

Seattle, WA, USA
Telephone: [+1] 206-431-4366 Fax: [+1] 206-431-4374 E-mail: dtqngtci g@mti-worldwide.com

E-mail flight details and airway bill number to seabird@seabird.com and brokerage@mti-worldwide.com when your shipment is en-route. Include your RMA number in the e-mail.

Option B. Ship via EXPRESS COURIER directly to Sea-Bird Electronics (see address above):

If you choose this option, **we recommend shipping via UPS, FedEx, or DHL**. Their service is door-to-door, including customs clearance. It is not necessary to notify our customs agent, MTI Worldwide, if you ship using a courier service.

E-mail the airway bill / tracking number to seabird@seabird.com when your shipment is en-route. Include your RMA number in the e-mail.

For All International Shipments:

Include a **commercial invoice** showing the description of the instruments, and **Value for Customs purposes only**. Include the following statement: **“U.S. Goods Returned for Repair/Calibration. Country of Origin: USA. Customs Code: 9801001012.”**
Failure to include this statement in your invoice will result in US Customs assessing duties on the shipment, which we will in turn pass on to the customer/shipper.

Note: Due to changes in regulations, if Sea-Bird receives an instrument from outside the U.S. in a crate containing non-approved (i.e., non-heat-treated) wood, we will return the instrument in a new crate that meets the requirements of ISPM 15 (see http://www.seabird.com/customer_support/retgoods.htm for details). We will charge \$50 to \$150 for the replacement crate, based on the crate type. These prices are valid only for crate replacement required in conjunction with return of a customer's instrument after servicing, and only when the instrument was shipped in a crate originally supplied by Sea-Bird.