**Return Authorization Request Form**

***Instructions:***

1. Complete Sections 1 and 2. Fields marked with an \* are required. If more than 5 items are being returned, please detail the same information on an additional sheet. An authorization request is required for each Return Material Authorization request.
2. Return completed form to via email to [IH&S\_ROC\_RMA@idexcorp.com](mailto:IH&S_ROC_RMA@idexcorp.com).
3. If authorization is granted, IDEX Customer Service Representative will complete Section 3. An authorization form will be sent to the individual listed in the contact name in Section 1.
4. After authorization is granted, follow the instructions in Section 3 when preparing the returned items for shipment.

|  |  |  |
| --- | --- | --- |
| ***Section 1 – Contact and Order Information*** | | |
| \*Company Name: |  |  |
| \*Contact Name: |  | Original Customer PO #: |
| Company Address: |  | ***Or*** |
|  |  |
|  |  | IDEX Invoice # |
|  |  |  |
| \*Contact Phone: |  |
| \*Contact Email: |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Section 2 – Returned Item(s)*** | | | | |
| \*IDEX Part Number | \*Serial # | \*Problem/Symptom | | Is this return covered by warranty? |
| 1. | Lot： |  | | Y □ N □ |
|  |  |  |  |  |
| Additional Comments: |  | | | |
|  | | | | |

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| ***Section 3 – Return Shipping Instructions*** |

All goods returned for Service must be returned in the original packaging and /or protected by an appropriate shipment carton. Failure to pack returned product properly may void warranty and/or delay the process of your RMA. Clearly mark packing and shipping label with the Return Material Authorization number. Returns without clearly marked Return Material Authorization number may be delayed or returned with no action taken.

**Return Address: IDEX Health & Science**

1180 John Street

West Henrietta, NY 14586

**International shipments:** UPS Int'l and FedEx Int'l: Please choose the reason for export as 'RETURN'. DHL Int'l: If warranty return, please indicate on your return commercial invoice: "Returning Product - Warranty". If possible, include a copy of your original commercial invoice. If unable to locate the commercial invoice, feel free to request a copy.