



RMA Form

RMA no.

Customer name

Company

Location

Email

Phone/Skype

Products you need help with

SuperPump

Pulse Duplicator

HiCycle

RWT

ViViTest

HiTest

QC Test

Data Acquisition System

Serial No.

Customizations
made to the
System

Software Version

Test Solutions
used in the
System

Notes:

ViVitro offers 1 day response to all service enquiries whether by email or phone for support or RMA return of failed products. Please call us with any question about your system. It would help us greatly and expedite service if you provide us with as much information as possible from the form above. You may also fill out our support request on our website. <http://vivitrolabs.com/support/>

techsupport@vivitrolabs.com

(250) 388-3531

Return Policy

The customer must obtain return material authorization (RMA) from ViVitro Labs before returning product. Goods authorized to be returned for warranty repair must be carefully packed and sent prepaid to ViVitro Labs Inc. They will be returned to the customer at ViVitro Labs' expense. The Purchaser agrees to be responsible for all costs related to the repair (unless it is agreed the repairs are covered under warranty), transport, customs duties, taxes, brokerage fees or similar encumbrances and any other related costs pertaining to the returned product. Products returned must be undamaged, uncontaminated, and in its original container. ViVitro Labs reserves the right to reject any returned goods.