

**Replacement Policy:**

Products purchased through South Coast Science Limited and under warranty\* may be returned for replacement or refund by following these steps:

1. Contact South Coast Science Customer Service or Sales Department to obtain an RMA number.
2. Fill out the Return Material Authorisation Form in its entirety place the RMA Form in the box with the item(s) being returned.
3. Return the authorised items by a trackable, insured courier.
4. Our Returns Department will process your request.



**Return Material Authorisation (RMA) Form**

Company: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**RMA No:** \_\_\_\_\_ **Date Issued:** \_\_\_\_\_  
(Obtained from South Coast Science Customer Service)

*\*Under Warranty (Must provide original order number and date in order to verify warranty coverage).*

Qty	Part Number	Description	Reason for Return	Serial # (if applicable)	Order Number	Order Date

**Shipping Instructions:**

1. Place a clear and legible label on the outside of the package. Ensure that the goods to be returned are well protected in the packaging.
2. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
3. Ship only the items that are authorised.
4. Ship returned items to:  
  
South Coast Science Limited  
Unit 9 Freshfield Industrial Estate  
  
Brighton East Sussex  
  
BN2 0DF UK

*Sample Address Label with RMA number*

RMA#: 123456 South Coast Science Limited  
 Unit 9 Freshfield Industrial Estate  
 Brighton East Sussex  
 BN2 0DF UK

*Use this space for additional Comments:*

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**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Return Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_