



Instructions For Returning Product For Repair

Step 1

Call to request a Return Merchandise Authorization number. *

1-(800) 325-6526 Monday through Friday from 8:00 A.M. to 5:00 P.M. Pacific Time.

Before returning product(s) for repair, first obtain a Return Merchandise Authorization (RMA) number. Please have the following information on hand when calling for an RMA number: Customer name, product name, serial number and the nature of the repair work requested.

For repair work on used product(s), we require a Certificate of Decontamination (below) certifying the product is safe to ship and to handle. The Certificate of Decontamination must be included in the package with the sterilized product being returned for repair.

Step 2

Enter the information requested below and fax or email to us:

FAX + 858.270.5901 • EMAIL sales@tulipmedical.com

This form can be filled out on your computer using Adobe Acrobat Reader.

* **RMA Number:** _____

Name: _____ Phone: _____

Return Shipping Address: _____

Product and Repair Description: _____

Serial Number: _____

Sign below to certify that the returned product has been cleaned and decontaminated prior to shipment.

Sign here _____ Date _____

**Fax or email this page to Tulip Medical Products
AND include a copy of this Certificate of Decontamination in your return package**

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Step 3

Read the following notification:

It is important that the **RMA number** is clearly written on the outside of the shipping box. Packages received without an RMA number will not be accepted, and the customer will be responsible for any redirected shipping charges.

Packages received without a **Certificate of Decontamination** enclosed will not be accepted, and the customer will be responsible for any redirected shipping charges.

The returned product(s) must be properly packaged and care should be taken to ensure no further damage or breakage during shipment. Return the product(s) by UPS, FedEx, or any other parcel carrier of your choice, AND include package traceability and/or shipment insurance.

Use this address to return your merchandise

Tulip® Medical Products
4360 Morena Blvd., Suite 100
San Diego, CA 92117
Tel: (858) 270-5900
email: sales@tulipmedical.com

Remember to include your RMA Number on the package.

Remember to include your Certificate of Decontamination in the package.

*****When product is received by Tulip, Tulip will determine if repairs are covered under warranty. Tulip will notify customer of any repair charges prior to commencing repair work.**



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