



MSI Precision Specialty Instruments
1220 Valley Forge Road
Suite 34
Phoenixville, PA 19460
(800) 322-4674
(610) 935-8181

Dear valued customer,

For the safety and well-being of our staff including instrument repair technicians, please include a copy of the OSHA Certificate of sterilization when returning any instruments to our Pennsylvania facility, along with our RGA form. ***Any instruments that are not received according to these guidelines will be returned at the cost of the customer.***

Please refer to our return policy which can be found online at:
<https://www.msiprecision.com/pg/15-Return-Authorization-Request>.

Keeping our facility and staff safe is our number one goal in providing the high-quality instrument repair you have come to trust us with.

Please see attached form (MSI 015-106 Certificate of Sterilization). If you have any questions, please contact us by phone.

Thank you for your continued support and business!

From the Staff at MSI Precision

Return Goods Authorization Form

(Please fill out completely and include with your return)

RMA

Issue Date _____

Sales Rep _____

Customer Name _____

Invoice Number _____

Customer Number _____

Invoice Date _____

Address _____

Reason for return (explain) _____

City _____ State _____ Zip _____

Email _____

Phone _____

Qty	Product Number	Description of Product / Problem	Tech Use Only

Please enclose a copy of your original invoice if possible. All items returned to MSI Precision must be packaged properly to ensure the safety of the instrument.

Action Requested:

Credit Memo: Our policy allows returns to be made within 30 days of purchase for full credit. Instruments should be unused and in the original packaging. A restocking and inspection charge of 20% will be charged on all authorized returns received past 30 days of the original invoice date. A restocking and inspection charge of 35% will be charged on all authorized returns received past 60 days of the original invoice. Items may not be returned past 90 days of the original invoice. Returns made without approval will be subject to a 35% restocking fee. This fee will also apply to items we determine have been used. We reserve the right to charge a restocking fee for any return, based on circumstances and inspection of the instrument(s). All items accepted for return will be on a merchandise credit basis; we do not issue refunds.

Replace with correct merchandise

The following types of goods are not eligible for credit: (a) custom designed instruments, (b) instruments which have been used, marked or altered in any way, (c) engraved instruments, (d) discontinued items, (e) sterile products, (f) color coated instruments. Please be sure that all instruments to be returned are cleaned and sterilized prior to sending them to MSI Precision Instruments.



MSI Precision
1220 Valley Forge Road
Suite 34
Phoenixville, PA 19460

(800) 322-4674

Thank you for choosing MSI Precision as your instrument supply company.

Please complete the OSHA Certificate of Sterilization on the next page.

msi.rmaform.0920

Certificate of Sterilization

OSHA (Federal & State) Standards 29CFR Section 1910.1030



OSHA 29CFR Section 1910.1030 requires **Used Instruments** to be sterilized prior to shipping.

OSHA Bloodborne Pathogens Standard requires the use of appropriate sterilization on Potentially Contaminated Equipment and Instrumentation prior to transporting. This is necessary to ensure that the equipment is in a condition that makes it safe to be handled by all personnel who may have contact with it during transit and subsequent handling. All **Used Surgical Equipment / Instruments** are assumed to have Potential Exposure to blood or other potentially infectious bio debris/materials.

Prior to shipping, please indicate the condition of the instrument(s):

- Instruments are returned packaged and in unused condition.

- Sterilization of used Instrument(s) for the shipment has been performed according to OSHA-APPROVED PROTOCOLS.

Name of the person: _____, Signature: _____

Date: _____

NOTE: Returns will not be accepted if they are contaminated , have blood pathogens, bio burden or any other debris. All items should be properly secured and should be in individual plastic bags.