

**RETURN INSTRUCTIONS**

1. An RMA number **MUST** be obtained by BUFFALO FILTER prior to shipping any equipment back.
2. Any Equipment/Product return without an RMA number will be refused and returned at the sender's expense.
3. All Equipment /Product being returned for repair or investigation **MUST** be surface cleaned per OSHA Universal Precautions.
4. Any equipment that is returned uncleaned will be subject to a \$100 cleaning fee. If the equipment is heavily contaminated, it may be subject to a \$125 disposal fee.
5. **No used material are to be returned unless authorized by Buffalo Filter. If you receive authorization to return any used medical equipment you must follow UN3373 regulations. The returned product MUST be double bagged and the outer box must be of adequate strength for its capacity. The outer package MUST have Used Medical Equipment written on the package as well as the RMA number obtained from Buffalo Filter. Any package that does not meet these requirements will be refused and returned at the sender's expense.**  
*\*Unless specifically authorized by Buffalo Filter, you may not return used filters, plume pens, etc.\**
6. Any used medical equipment that is returned without Buffalo Filters authorization will be disposed of and the sender will be subject to a \$125 disposal fee.
7. Sterile product cannot be returned if the bag or inner bag has been opened or damaged.
8. Repair estimates are good for 60 days, if not authorized for repair within 60 days the equipment will be returned and a \$100 estimate fee will be charged.
9. Shipping containers and packing material are available for a \$15 fee. Otherwise, please use a box of sufficient size, and durability. Use bubble wrap or sufficient packaging.  
**\*Do not use "Styrofoam Peanuts"\***
10. International customers please contact representative for any special shipping instructions.
11. **Please place completed, signed form with the returning item(s) to ensure timely processing.**

**RETURN MATERIAL AUTHORIZATION FORM**

Company\* \_\_\_\_\_  
 Contact Name\* \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State/Providence \_\_\_\_\_ Zip \_\_\_\_\_  
 Country \_\_\_\_\_  
 Email Address \_\_\_\_\_  
 Phone\* \_\_\_\_\_  
 Fax \_\_\_\_\_  
 RMA No.\* \_\_\_\_\_ (Obtained from Technical Support)  
 Equipment Model: \_\_\_\_\_  
 Serial/Lot Number\* \_\_\_\_\_  
 Description of Problem:  
 \_\_\_\_\_  
 \_\_\_\_\_

BY SIGNING BELOW YOU CERTIFY THAT THIS EQUIPMENT HAS BEEN DECONTAMINATED IN ACCORDANCE WITH OSHA UNIVERSAL PRECAUTIONS AND PACKAGED IN ACCORDANCE WITH UN3373 REGULATIONS. REFER TO RETURN INSTRUCTIONS 3a FOR SHIPPING REQUIRMENTS. THIS FORM MUST ACCOMPANY THE PRODUCT BEING RETURNED.

Signature (Required)\* \_\_\_\_\_ Date \_\_\_\_\_  
 \*Required fields

**U.S. Return Shipping Address**  
 BUFFALO FILTER  
 ATTN: TECHNICAL SERVICES  
 5900 GENESEE ST.  
 LANCASTER, NY 14086