

Client, please send instrument(s) to:

Xylem Middle East Water Equipment Trading & Rental L.L.C - Branch Of Abu Dhabi 1

Office 3A, Plot 08, M45,

Mussafah Industrial Area, Abu Dhabi, UAE

Date:

Service Request (SR) #

Please enter the complete instrument information and serial number:

Line	Model Number	Serial Number	Comment/ Error Description	Date of Purchase	Invoice Number
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Bill To:

Company Name:	
Complete Address:	
Contact Number:	
Contact Person:	
Email Address:	

Ship To:

Same as Bill To

Company Name:	
Complete Address:	
Contact Number:	
Contact Person:	
Email Address:	

Return Shipping Options

Client will arrange return shipment

Xylem Analytics will arrange return shipment

TERMS AND CONDITIONS

- **Packing list number is compulsory for warranty claims.**
- Evaluation fee is void if instrument(s) is under warranty.
- Instrument(s) must be delivered to our service center; Xylem Analytics will **NOT** prepay any return shipping charges or any customs duty.
- Once Xylem Analytics evaluates the instrument(s) and determined that repairs or additional services are required, a service quote and a service report will be provided to the contact provided on the Service Request Form. Our Standard response time is 1 – 2 weeks.
- Your options once you receive a service quote:
 - o Approve the repairs and forward your Purchase Order
 - o Deny the repairs and have the instrument(s) shipped back
(**Note:** You will be charged FULL AMOUNT of the evaluation fee)
 - o Deny the repairs and ask Xylem Analytics to scrap your instrument(s). You will not be charged for service.
(**Note:** Your instrumentation is NOT recoverable once you choose this option)
- Payment must be completed before dispatching
- Standard dispatch time is 4 - 6 weeks after receiving Purchase Order
- Xylem Analytics can organize return shipping, this amount will be added to our invoice + 10%
- In compliance with Xylem Trade Policy, End-User Certificate (EUC) form and Customer Registration Form (CRF), if not provided earlier, must be completed before processing your PO. Your order won't be processed without complete EUC and CRF form.

Do you agree to our terms and conditions?

I Agree

You may not submit form unless you agree to our terms and conditions indicated above.