

****Please complete this form and send it with your return****

RETAILER INFORMATION

Contact: _____ Date: _____

Company: _____ Phone: _____

Address: _____ Fax: _____

City: _____ State/Prov.: _____ Zip Code: _____

Model #: _____ Serie #: _____ date of purchase: _____

CHECK LIST

(to be completed by the retailer)

1		2		3		4	
Does the instrument shows signs of abuse, misuse, or is it damaged?		Has the instrument been tested with a new battery?		Has the probe or electrode been cleaned in a cleaning solution?		Has the instrument been tested with a new probe or electrode?	
YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	NO <input type="checkbox"/>

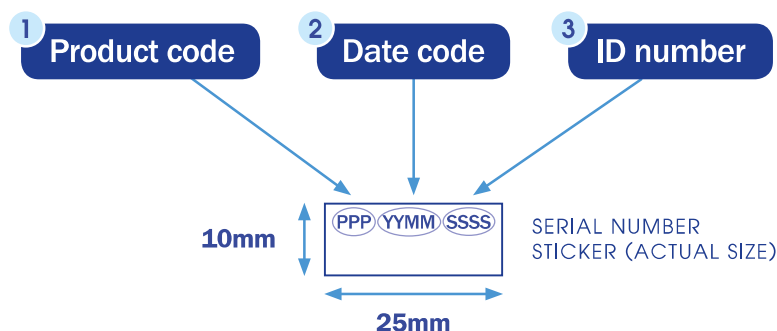
DESCRIPTION OF THE PROBLEM



How to determine if a product is under guarantee

Serial Numbers are noted on a serial number sticker placed on both the product and packaging. Please always refer to the serial date on the actual product in case your customer has mixed up old packaging with a newer product.

BlueLab product serial numbers consist of three (3) parts:



Example of how to read a serial number

Product Code CM1 = is a unique code referring a Combo meter in this instance

Date Code (in format YY MM) 1301 = the year and month the product was manufactured Year (2013) Month (January)

ID number 1234 = is a unique code for this product.

BlueLab Product Guarantee periods for our products

BlueLab Product	Guarantee Period
BlueLab Truncheon® Nutrient Meters	5 years
BlueLab Combo Meter	5 years (6 months for pH probe)
BlueLab Combo Plus Meter	5 years (6 months for Leap probe)
BlueLab Multimedia pH Meter	5 years (6 months for Leap pH probe)
BlueLab Pulse Meter	1 year
BlueLab Guardian Monitor (Standard / Connect or inline versions)	2 years (6 months for pH probe/ 1-year inline pH probe)
BlueLab pH Pen	1 year

BlueLab Product	Guarantee Period
BlueLab Conductivity Pen	1 year
BlueLab Soil pH Pen	1 year
BlueLab pH Probe	6 months
BlueLab Leap pH Probe	6 months
BlueLab inline pH probe	1 Year
BlueLab pH Controller (Standard / Connect versions)	2 years (6 months for pH probe)
BlueLab Pro Controller	2 years (6 months for pH probe)
BlueLab PeriPod (M3 / M4 / L3)	2 years (6 months for pumps and tubing)