

POLICY FOR THE RETURN OF VACUUM EQUIPMENT AND COMPONENTS

Dear Valued Customer,

When returning a product to Pfeiffer Vacuum, Inc., we require that certain procedures and safeguards be followed in full. In order to reduce the risk of injury to personnel who handle, disassemble, clean and repair these products, please adhere to the policies below. Please note that this document is for Pfeiffer internal use only, and has no relationship to local, national, or international transportation safety or environmental requirements.

1. Pfeiffer Vacuum, Inc. will not accept delivery of any equipment that has been subjected to **radioactive, explosive, or biological** contamination without written evidence of complete decontamination. This requirement also pertains to equipment that has been contaminated with **Cyanide, Mercury, Sodium Azide, Dioxins, or PCB's**.
2. If your equipment has been exposed to or contaminated with **Arsenic, Cadmium, or Phosphorous**, you may be subject to a hazardous materials handling fee. Pfeiffer will make the best effort to indicate if your repair will be subject to this charge when the return authorization number is issued.
3. **Copper** based by-products formed in sputtering or etching processes are considered as a poison in some semiconductor processes. All copper contaminated products must be bagged and sealed inside the shipping container. The shipping documents and the outside of the shipping container must be clearly labeled as "Copper" or "CU Contaminated". If these procedures are not followed, the product may be returned without repair at the customer's expense and/or subject to additional packaging fees.
4. Product must be drained of fluids and residue, securely packaged, and shipped prepaid.
5. Securely cover all ports and openings with original protective covers/caps or equivalent devices.
6. Remove all adapters, fittings, valves, splinter screens, etc. that are not an integral part of the product. Pfeiffer Vacuum, Inc. will not be responsible for the loss or damage of such items.
7. Any equipment that is indicated as hazardous or contaminated in Section 4 of the product return form must be bagged and sealed inside the shipping container. In addition, the equipment must be packaged as required by federal, state, and local laws. As the person offering the equipment for shipment, it is the customer's responsibility to ensure compliance with the applicable laws.
8. Pfeiffer Vacuum, Inc. may request from the customer any MSDS for unfamiliar materials.
9. If following inspection and quotation you decline the repair, you may be subject to a service fee to cover product decontamination, disassembly, cleaning and evaluation. Please also be advised that by sending your equipment to us, you have authorized us to partially disassemble the item for inspection or failure analysis. The act of disassembly may permanently damage old seals and bearings. If the product is subsequently unable to be repaired or declined with request to return the item, we cannot ensure that it will be reassembled to working condition upon return.

We are sure that you share our concern for the safety of our personnel and we request your full cooperation in carrying out these few extra steps prior to returning any and all product to Pfeiffer Vacuum, Inc.

Thank you for your cooperation and concern,

Your Pfeiffer Vacuum Customer Support Team

Please contact us at service@pfeiffer-vacuum.com or 800-248-8254.

Product Return Form - Declaration of Contamination (United States Only)



In compliance with Federal OSHA Safety Standard 1910-1200, Hazard Communications "Right to Know", Pfeiffer Vacuum Inc. requires this form be completed to preclude the potential health risk to its service personnel that can occur when receiving, disassembling, or repairing potentially contaminated products.

A Return Authorization will not be provided unless a fully completed, correct declaration of contamination is provided. If incomplete, the corresponding service request will be delayed or omitted. A separate declaration must be submitted for each device and each component. Connecting accessories, such as cables, connectors, covers and other accessories can be listed on the same Product Return Form.

**This declaration is only to be completed and signed by authorized and qualified staff.
Items in RED are required fields.**

1. Description of component	
Equipment type/Model:	Invoice No.:
Reference (P/N):	Delivery Date:
Serial No.:	PO Number:
<small>(If the component is not serialized, please include the serial # of the parent unit.)</small>	

2. Reason for Return	Return for testing only: Y N
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3. Equipment Condition	Y	N		Y	N
Has the equipment been used?			Has the equipment been used in a		
Has the oil been drained from the equipment?			process or application that uses a Copper		
What type of pump oil was used? <small>(To ensure the product is tested with the same)</small>			"Cu" based chemistry/etches/strips/sputters		
			or deposits copper? ⁽³⁾		

4. Process related contamination of equipment	Please indicate if the equipment has been subjected to any of the following:				
	Y	N		Y	N
Biological, Explosive, Radioactive, Mercury, Cyanide, Dioxins, Sodium Azide, PCB's ⁽¹⁾			Toxic		
Arsenic, Cadmium, Phosphorous ⁽²⁾			Corrosive		
<small>(1), (2), (3) Please reference the "POLICY FOR THE RETURN OF VACUUM EQUIPMENT AND COMPONENTS".</small>			Any other harmful substances		

5. Please list all substances, gases and by-products which may have come into contact with the equipment:			
**Note: Section must be filled out - even if only air exposure. **			
Chemical Name/ Symbol	Danger Class	Risks and Precautions	Action if spillage or human contact

6. Contact Information			
	<u>Billing Address</u>		<u>Shipping Address</u>
Company Name:		Company Name:	
Street Address:		Street Address:	
City, State, ZIP:		City, State, ZIP:	
Contact Name:		Email:	
Tel:		FAX:	

7. Legally binding declaration: I hereby declare that the information supplied on this form is complete and accurate to the best of my knowledge. The returned equipment will be shipped in accordance with the appropriate regulations covering packaging, transportation and labeling of hazardous materials where required and as defined in the provided Pfeiffer Vacuum, Inc. "POLICY FOR THE RETURN OF VACUUM EQUIPMENT AND COMPONENTS".

Name (Printed): _____
Date: _____

Handwritten Signa	
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