



# RETURN AUTHORIZATION

**Allflex USA, Inc.**

DATE:

2805 East 14<sup>th</sup> St, DFW Airport, TX. 75261  
Phone 800-989-8247 ext. 1137 Fax 972-456-0328  
[bbrown@allflexusa.com](mailto:bbrown@allflexusa.com)

DISTRIBUTOR:		SHIP TO:	
SHIPPING METHOD:		CONTACT INFO:	Phone: Email:

<u>ITEM NUMBER</u>	<u>SERIAL NUMBER</u>	<u>READER VERSION</u>	<u>READER PURCHASE DATE</u>

**\*\*\*Damages caused by abuse/neglect are not covered under warranty.\*\*\***

### DESCRIPTION OF PROBLEM

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**\*\*Due to potential Biosecurity risks; Allflex USA, Allflex Canada and its subsidiaries will no longer accept readers for repair that have manure or heavy dirt/grime deposits on the returned product. Equipment will be immediately returned to the customer for proper cleaning\*\*. Please see page 2 for more information.**

**\*Repair Turnaround Time: 6-8 Weeks / Requested Delivery Date: \_\_\_\_\_\***

<b>REPAIR CHARGES (IF APPLICABLE)</b> REPAIR CHARGE: \$150 UPS Ground Service: \$7 <i>Expedited shipping will be at charge: for warranty &amp; non-warranty units.</i>  YOU WILL BE CONTACTED BEFORE ANY CHARGES ARE MADE TO A CREDIT CARD. <b>***Damages caused by abuse/neglect will <u>not</u> be covered under warranty.***</b>	VISA: _____ EXP. _____  <p style="text-align: center;"><b>OR</b></p> MASTERCARD: _____ EXP. _____	
	Authorized by _____	Date _____

**\*\*\*NOTE: RGA NUMBER MUST BE PUT ON THE OUTSIDE OF THE BOX\*\*\***



## **Allflex Technologies Biosecurity and Biocontainment Program**

Allflex, Aleis, Destron Fearing and Allflex Technologies, in an effort prevent the spread of harmful animal pathogens, have developed the following practices to help reduce the possibility of spreading any infectious animal diseases.

1. When the customer needs to send a piece of equipment into our location for repair, we ask that the customer thoroughly clean the product.
2. Clean with mild soap and water, being careful not to submerge or soak the equipment or exposed connectors.
3. Remove all manure, dirt and grime from the products surface.
4. Clean all cables and cords.
5. Wipe equipment with a common household disinfectant or Nolvasan type product. Again, do not soak.
6. Allow the product to dry and then send in with all required paperwork, with return authorization number written on the outside of the box to Allflex.

When the product is received for repair the equipment will be inspected for cleanliness. If the reader has visible manure, dirt and grime present, the product will be returned immediately to the customer. The customer will be informed either by e-mail or phone that the product is being returned unrepaired. The customer will be instructed to clean the equipment before returning to Allflex.

Readers that are clean will be processed for repair. When the reader is repaired we will wipe the equipment with a disinfectant, allow it to dry and return to the customer.

As part of the Biocontainment procedure, loaner equipment is no longer available.

Thank you in advance for your cooperation.

Allflex Technologies

Allflex USA, Inc.

2805 East 14th Street

D/FW Airport, Texas 75261

Phone: 972-456-3686 / Fax: 3969

[www.allflexusa.com](http://www.allflexusa.com)