

# Returning Products from Europe to DSI for Investigation

The following instructions are provided to explain how to return any products to DSI for investigation if you have a concern about a product failure or problem. If you follow these procedures, we will know the exact reason the products are being returned as soon as they arrive and can begin processing them immediately. All transmitters returned for investigation will be tested and processed through the Transmitter Exchange program after the investigation is complete. Please contact DSI Technical Services if you have any questions.

## To Return a Product to DSI for Investigation

1. **Contact DSI Technical Services** if you have a concern about a product failure or problem and would like it to undergo failure analysis and if possible be repaired.
2. **DSI Technical Services will send you a completed Product Investigation Form (PIF)** via email and provide you with a case number.
3. **Pack the products carefully for return shipment** and include a copy of the Product Investigation Form. A copy of the Product Investigation Form **MUST** accompany your shipment. If it is not included, it will delay the return of your products.
  - a. To prevent delays, carefully follow the cleaning and sterilization instructions using a DSI-approved process as outlined in the On-site Cleaning and Resterilization tech notes located at [www.datasci.com](http://www.datasci.com). Place clean and sterilized transmitters in the original package or in a zip-lock bag. Place the packaged transmitters in a box with adequate packing material to prevent damage during shipment. If possible, use the original shipping box you received with your transmitters. Please do not place transmitters alone in a box full of packing material since small transmitters can easily be lost.
  - b. Place decontaminated Dataquest PCI cards and Data Exchange Matrices in a static shield bag and then place them in a box with adequate packing material to prevent damage during shipment.
  - c. Place decontaminated receivers and JET System Components in a box with adequate packing material to prevent damage during shipment.
  - d. Place decontaminated APR-1s and converters in a box with adequate packing material to prevent damage during shipment.
4. **Shipments that have not been cleaned and sterilized/disinfected will be charged a \$100 USD, €82 or £56 handling fee per item returned. These products are subject to transportation regulations as published by the US DOT or ICAO or your carrier. If the products are fully decontaminated, they may be exempted or excepted from part or all of the requirements (including packaging, marking, labeling, and documentation). It is the shipper's responsibility to know and follow these regulations.**
5. **Write the case number listed on the Product Investigation Form (PIF) on the outside of the box.** Failure to do so will delay your equipment processing.
6. **Return your products to our location in the Netherlands** listed on the Product Investigation Form. Check the contents of the box to assure that it matches the information listed on the Product Investigation Form. If including transmitters for Transmitter Exchange, a completed Transmitter Exchange Order Form must be included the box as well. Please refer to the Transmitter Exchange Order Form Instructions for more information.

## Note

- Any freight and/or clearance charges (value added tax and duties) billed to DSI, for shipments sent to DSI, will be billed back to the customer.
- DSI will determine if the Product Warranty covers the product failure. Payment will be requested if the failure is found to be caused by the customer or if the product is out of warranty.

## DSI Technical Services Contact Information

**Web Site:** [www.datasci.com](http://www.datasci.com)  
**Email:** support@datasci.com  
**Phone:** (1-651)481-7400  
**Phone:** (1-800)262-9687 (U.S. and Canada)  
**Fax:** (1-651)481-7404

