



3131 SOQUEL DRIVE
SOQUEL, CA 95073
PH: 831-462-8900
FAX: 831-462-3536
WWW.PROVAC.COM

PACKAGING & SHIPPING DIRECTIONS

Please reference the vacuum pump which you are about to ship to us. Before anything is shipped, please provide advanced notice, and we will provide you with an RMA #. We ask that this RMA # be on the shipping label or associated shipping documents. We also ask that you complete a Contamination Data Sheet (provided by us) and send it back. Upon the RMA # issuance process, we will send you this form to complete.

Please take care in the preparation and packaging of this product. It is very important that all items be carefully wrapped in plastic or sealed in a bag such that no particulates, dust, or packaging materials can get in or on the product (if big, wrap well).

If this device has oil in it, we ask that it be removed prior to shipment.

We ask that good hard foam or adequate packaging materials be used to secure the product from a physical drop, jarring from handling, or vibration in the transportation process. Please be aware that if you use packing peanuts, any heavy device will sink to the bottom of the container and therefore may not be adequately protected.

If you are using the same container that this device was originally shipped in, please be aware that the original container may have received some damage or wear and may not be adequate for re-use.

If we receive any containers or boxes that are damaged, we will note as such on the shipping receiver paperwork, take pictures of the container before opening, as well as subsequent pictures upon opening. We would then try to establish a claim with a freight company. If the damage is the fault of inadequate packaging, we will hold the shipper responsible.

It is our experience that the occurrence of damage or contamination most often occurs as a result of inadequate packaging. Please be considerate of this packaging process. We thank you in advance.

Please ship item, pre-paid to;

Provac Sales, Inc.
3131 Soquel Drive
Soquel, CA 95073 USA