



ACE SOUTHERN

REPAIR REQUEST FORM

Use this form when returning your product(s) for repair. Products must be cleaned and free from any blood/tissue.
Please sterilize all applicable surgical instruments to avoid a re-sterilization fee of \$100.

Customer Information

Practice Name:	Customer #:	
Address:	Date:	
City:	State:	Zip:
Contact Name:	Phone:	
Contact E-mail:		

ACE SOUTHERN Repair Cost Estimating Policy

If the required repair will cost more than 50% of the products replacement cost, ACE SOUTHERN will contact customer for authorization.
If required repair is less than 50% of the replacement cost, ACE SOUTHERN will proceed with the repair, unless "Estimate First" is selected.

I authorize repairs based on 50% policy (sign):	Estimate First: Call <input type="checkbox"/> Email <input type="checkbox"/>
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Power Product Repair Information

Power Products/Model #:	Serial #:
Description of Problem:	
Power Products/Model #:	Serial #:
Description of Problem:	
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Description of Problem:	
Power Products/Model #:	Serial #:
Description of Problem:	
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Description of Problem:	
Power Products/Model #:	Serial #:
Description of Problem:	
Power Products/Model #:	Serial #:
Description of Problem:	

Non-Power Instruments Needing Repairs

Product/Part # or markings on instrument: <input type="checkbox"/> Sharpen <input type="checkbox"/> Re-Tip <input type="checkbox"/> Other: <input type="checkbox"/> Hinge Repair/Replacement	Quantity to repair:
Product/Part # or markings on instrument: <input type="checkbox"/> Sharpen <input type="checkbox"/> Re-Tip <input type="checkbox"/> Other: <input type="checkbox"/> Hinge Repair/Replacement	Quantity to repair:

Call the Repair Department: 508.588.3100 • 800.441.3100 • ext 790	8am - 5pm EST	Fax: 800.583.3150
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E-mail the Repair Department: repairs@acesouthern.com
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ACE SOUTHERN

**REPAIR DEPARTMENT
REQUIRED FORM**

INCLUDE THIS FORM ALONG WITH THE RETURNED ITEM(S)

ACE SOUTHERN • Technical Support Department

1034 Pearl Street, Brockton, MA 02301 • Phone: 800.441.3100 • Fax 800.583.3150

Dear Valued Customer,

Due to recent requirements regarding documentation of our equipment contamination policy, ACE SOUTHERN will need this form completed and returned to ACE SOUTHERN before any service can be performed.

Please include this form with the item(s) being repaired. Any equipment being returned to ACE SOUTHERN must be free of contaminants. This will assure that all equipment being shipped complies with the standards for transporting (ref.29 CFR1910.1030). Should you have any questions or need anything additional, please feel free to contact the Technical Support Department at 800.441.3100.

Best Regards,

Al Pacheco

Technical Support Manager

I hereby verify that the equipment being sent to ACE SOUTHERN has been cleaned and decontaminated.

Customer Name: _____

Name (printed): _____

Signature: _____

Title: _____

Phone Number: _____

Date: _____ FS _____