

Provac

Provac Sales, Inc.
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Santa Cruz, CA 95062
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Packaging and Shipping Directions

Please reference the Turbo Pump +/-or Controller that you are about to ship to us. We ask that you solicit a RMA # from us prior to shipment. This RMA # should be referenced somewhere on the shipping label or packing slip. In the case of used product that has seen process gases, we will need a completed Contamination Report (which we will send you).

Please be aware that this is sensitive instrumentation with delicate internals with critical tolerances. We ask that you take great 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 on or in the device that you are shipping to us.

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 and vibration in the transportation process. Please be aware that if you use packing popcorn (Styrofoam peanuts), that 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, and subsequent pictures upon opening. We would then try and 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 when damage or contamination occurs as a result of inadequate packaging, it is typically the absence of somebody not taking the extra couple of minutes or not using a little more or better packaging materials that is the cause of the problem. Please be considerate of this packaging process. We thank you in advance.

Please ship item, pre-paid to;

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