



## KarlsMed Instrument Repair Service

Upon receipt of defective items at KarlsMed, a thorough inspection is carried out followed by a confirmation sent to the customer, stating details about repair lead-time and costs.

Complete the following information and include form with authorization number & instruments in your return box.

KarlsMed Customer Service Email: [workshop@karlsmed.com](mailto:workshop@karlsmed.com)



## Instrument Repair Form

Customer Name: *			
Customer No: *			
Contact Person: *			
Address: *			
City, State		Zip: *	
Phone: *			
Return Authorization #:			
Fax:		Email: *	
<b>General Instrument Repair Instructions</b> <i>Please get in touch with KarlsMed Repair Service about any instrument repairs not on this list.</i> <i>If sending in multiple instruments, please label each instrument for the desired service.</i>			

Instrument Description	Quantity	Details on Defect
Sharpening: Scissors All Sizes		
Sharpening: Dental Elevators		
Sharpening: Clipper Blades		
Sharpening: Osteotomes/Chisels		
Sharpening: Rongeurs		
Realignment		
Refinishing		
Replacement Inserts: Needle Holder		
Replacement Screw		
Other, please specify		



## Instrument Shipping Requirements

1. Clean and sterilize all instruments prior to shipping. (OSHA regulations require all instruments be shipping in sterilized pouches).
2. Wrap any sharp instruments with extra padding to prevent damage in shipping.
3. Individually wrap all clipper blades to ensure they don't break during shipping.
4. If sending in multiple instruments, please label each instrument for the desired service.
5. Fill out the KarlsMed Instrument Repair Form (available at [www.karlsmed.de](http://www.karlsmed.de) download section) and include a copy in the shipping box.

**Please send to:** KarlsMed e.K.

Pforzheimer Str. 128 b

76275 Ettlingen

Germany