PRODUCT REPLACEMENT FORM

Email completed form to [jhucorestore@jhmi.edu](mailto:jhucorestore@jhmi.edu)

Blalock Building – Room 1026 Phone: 410-614-1647

For GRCF Core Store customers who believe that they have received a defective product ordered through the GRCF Core Store:

1. The end user should contact the specific vendor’s Technical Service Department to determine if the company is willing to offer a replacement product or product refund.
2. Use this form to record the name, phone number, and email address of the Technical Service Representative handling your case.
3. Fill in the order information from your GRCF Core Store invoice and the product.
4. Email the completed form to [jhucorestore@jhmi.edu fo](mailto:jhucorestore@jhmi.edu)r processing.

TECHNICAL SERVICE INFORMATION

Technical Service Representative’s name: Technical Service Representative’s phone number: Technical Service Representative’s email address: General description of the problem:

CUSTOMER ORDER INFORMATION

User name: User email address: User phone extension: Lab Investigator’s name: Date purchased:

Core Invoice # Catalog # Lot # Product name: Quantity ordered:

RESOLUTION (*GRCF Core Store use only)*

Date contacted vendor: Vendor decision (replacement or refund): Contact customer date: Vendor tracking information: Date replacement/refund received at the GRCF Core Store: GRCF Core Store Representative handling the replacement/refund: Date replacement/refund sent to customer: