



## Recertification Form

Date:		Ticket No.		CZMUI Rep:	
Contact:		Email / Fax / Phone:			

Thank you for reaching out to Zeiss for support regarding your equipment, whether purchased or serviced by a third-party entity. As the Original Equipment Manufacturer (OEM), Zeiss is obligated to conduct all services in accordance with FDA and ISO regulations. Only Zeiss Field Service Engineers (FSE) and our factory-trained agents are authorized to provide services meeting compliance and regulatory standards.

**Zeiss does not endorse, certify, license, or validate any third parties for product repair, service, or distribution. Unauthorized servicing of Zeiss medical products jeopardizes device integrity, voids the warranty, and may lead to performance issues or adverse events. The owner assumes all risks and liabilities associated with such unauthorized services.**

To ensure the quality and safety of Zeiss equipment not directly purchased or serviced by Zeiss, we are now pleased to offer a recertification process. This process assesses the equipment's condition, safeguarding your investment, and ensuring accurate records for all future services.

Due to the labor intensiveness of recertification work on equipment purchased through non-certified channels or serviced by non-certified providers, Zeiss will provide repair services or service agreements only after inspection and qualification by a Zeiss In-House Repair Technician. Zeiss requires upfront payment in full for the associated recertification fee in order to proceed. This fee varies based on the instrument type shown below and covers the system transfer documentation, inspection, diagnosis, and shipping fees for in-house repair inspections. A detailed inspection report and repair cost estimate will then be provided, if applicable, at which time payment will be required to finalize.

Certain instruments may incur higher fees if on-site FSE assistance is needed. Zeiss reserves the right to refuse instrument repair if deemed significantly modified, with the evaluation fee being non-refundable.

If an inspection/certification is required, charges are as follows:

*Please Note:*

- *The inspection fees are due in full prior to coordinating the shipment of the unit into our repair center. This is payable by, credit card or hard copy of a valid purchase order.*
- *Sales Tax will be applied if applicable.*
- *Listed fees are in addition to any charges required to implement recommended upgrades or correct defects found during the inspection and are non-refundable.*
- *For CLARUS - The fee includes on-site deinstallation/reinstallation service by a ZEISS service engineer. Some older models are not commercially viable to bring up to current serviceability standards. Please contact the territory representative for alternative options.*

I agree that ZEISS can refuse instrument repair should the agent deemed the instrument significantly modified. The evaluation fee will not be refunded.   Initial.



**Acknowledgement:**

*I request that Zeiss Inc. update the recertification/ ownership of the instrument(s) listed above in order that I may receive product upgrades, field /in-house repairs, supplies, and available contract options. By signing this form, I agree to the applicable charges associated with registering this instrument(s) as marked above.*

Signature

Date

**Instrument Information**

Model  Serial No.  Table:

Purchase Date:

Purchased From:

**Instrument Site Location:**

Account No:

Practice/Name

Address

City/ST/Zip

Phone

Fax/Email

**Billing Address:**

Account No:

Practice Name

Address

City/ST/Zip

Phone

Fax/Email

**Credit Card Payment Authorization Form**

For your convenience and to expedite your request, we accept the following credit cards (Mastercard/Visa/American Express)  
Please enter credit card information below. Return completed form to the following: [recertification@zeiss.com](mailto:recertification@zeiss.com)

Credit Card No:

CVV Code:

Expiration Date  
MM/YY:

Card Holder Name:

Signature/ Date: