



# RC Dental

a subsidiary of RC Imaging

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[www.rcdentalimaging.com](http://www.rcdentalimaging.com)

## **SHIPPING INSTRUCTIONS**

All forms mentioned here are available at [www.rcdentalimaging.com](http://www.rcdentalimaging.com)

- ✓ Follow instructions below per the specific heading
- AND:**
- ✓ Pack boxes to weigh less than 50 pounds each
  - one 14 x 17 inch cassette weighs approx six pounds
- ✓ If shipping pallets – please shrink wrap them
- ✓ Include Department name in address
- ✓ Address All Items to:
  - RC Dental Imaging  
Attn: department name here  
50 Old Hojack Lane  
Hilton, NY 14468

### **Repairs**

- Send to the attention of: REPAIRS
- DO NOT SEND items that are contaminated with bodily fluids – the shipment will be refused
- Include the following:
  - A completed Repair Order Form
  - Completed Credit Card Authorization for payment OR
  - Your account ID if you've ordered from RC Dental before
  - A copy of your purchase order

*\*Note that RC Dental will contact you with a quote & wait for your written approval prior to repair*

### **Returns**

- Contact RC Dental for an RMA number (return merchandise authorization)
- Send to the attention of: RMA enter RMA #
- Include a copy of the RMA with your return

### **Items to be Recycled**

- Send to the attention of: RECYCLE
- DO NOT SEND items that are contaminated with bodily fluids – the shipment will be refused