

440 West Prospect St, Painesville, OH 44077

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## Repair Procedure

If you are a new customer, or you are unsure whether a repair is possible, send us an email ([ydrake@eaglelabglass.com](mailto:ydrake@eaglelabglass.com)) with a picture and a description of the necessary repair. We can often determine if the repair is possible and give you a preliminary price quote.

### 1

Clean and pack your broken glassware.

All used glassware must be cleaned before we receive it. This includes stopcock grease and especially caustic/flammable material. We will not to repair your wares if not properly cleaned.

Packing Help:

- Wrap glassware with bubble wrap or newsprint.
- Wrap pieces individually to help prevent further breakage.
- Be sure to cover any openings with wrap in order to keep packing material out of your glassware.
- **DO NOT** apply tape directly to the glass. Many customers try to tape broken pieces on, or tape jagged edges for "safety". PLEASE do not do this, removing tape increases the risk of injuring ourselves. We know to expect jagged edges when we unpack, so simply leave any breaks as they are and wrap over them.
- When boxing, leave at least 2" between the walls of the box and your glassware (fill with a light packing material such as foam packing peanuts).

For glassware repairs that are not obvious, please include a written explanation or a drawing showing what repairs are needed.

ship to:

Eagle Laboratory Glass Company

440 W Prospect St.,

Painesville, OH 44077

Include a contact name and a preferred method for contact (e-mail or phone number).

### 2

After we receive your broken glassware, we will send you a price quote on repairable items. If an item is not repairable, we may be able to re-use parts for other items in your shipment.

Please note: There are no guarantees that your glassware will not continue to break during the attempted repair. Customers are not charged unless their glassware is successfully repaired.

### **3**

After we send the price quote, we wait for contact from you to let us know which items you would like us to repair. At this time we can determine a form of payment:

Credit Card-- We accept Visa, MasterCard, and Discover.

Net 30 day account-- We can set up an account on a Net 30 day term with proper credit and bank references.

Check-- We will notify you when your repairs are completed in order to give you an exact amount due. Once we receive your check we will ship your glassware back to you. There is a \$30.00 fee for returned checks.

### **4**

The repaired glassware will be securely packed and shipped back to you. Return shipping will be added to your invoice at the actual cost (no hidden handling charges). We will e-mail you the package tracking number and the expected delivery date.