

## New Process for Pipette Service & Calibration Requests in Switzerland

All pipette service and calibration requests are handled directly by Gilson Switzerland. To ensure a smooth experience, please follow these steps:

### 1 Contact Gilson with your service requirements

Reach out using one of these methods:

- Phone: **(+41-44) 768 56 00**
- Email: [info-ch@gilson.com](mailto:info-ch@gilson.com)
- Website: [Online Contact Form](#)

Please provide:

- Number of pipettes (single and multi-channel)
- Desired service level (see Service Guide - Services & Support)
- Contact details (Name, Surname, Company Name, Address, Email, Phone)
- Preferred service option (Mail-In or On-Site)

If unsure about the service level, please share your previous certificate or request guidance from Gilson.

### 2 Gilson will send you pricing confirmation

After receiving your request, Gilson will send a quotation for your approval.

### 3 Scheduling your service with Gilson

Once you have approved your quotation, we will:

- Provide a booking number and shipping instructions for Mail-In Service, or
- Offer appointment slots for On-Site Service (subject to availability and minimum order quantity).

#### IMPORTANT

Please do not send pipettes to our office, as our partnering lab is located elsewhere.

Your Gilson Service Experts are there to help. Gilson can guide you through service options and assist with the entire process. If our standard options don't meet your needs, Gilson is happy to discuss custom solutions.

Your Service Team