



How to Utilize the VI/Covetrus Instrument Sharpening and Repair Service

Follow these steps:

1. Please print and fill out the attached form. Be sure to include a copy in the box and keep a copy for your records.
2. Please list the instruments you will be sending in the applicable spaces, ex. 5 scissors, 2 needle holders, 3 clipper blades. If customer is not sure of instrument specification on work order form, have them note the instrument in the miscellaneous column.
3. **IMPORTANT:**
 - a. ALWAYS BE SURE TO INDIVIDUALLY WRAP ALL CLIPPER BLADES PRIOR TO SHIPPING. Loosely packing them will allow them to potentially knock into one another during transit and this could cause breaking of the small teeth. ****Paper towels or newspaper work fine****
 - b. BE SURE TO DO THE SAME FOR ANY DELICATE OR SMALL SHARP ITEMS (hooks, micro scissors, small osteotomes, etc.)
4. It is fine to use any box available to utilize the VI/Covetrus instrument repair program, however, if you would care to receive a repair box sent directly to you with a return shipment label, please contact our Repair Services Coordinator, GLENN LASCO via email at glenn@vitalst.com or via phone at 609-335-2097. Multiple orders can be consolidated into 1 larger box. Separate if necessary, but no need to pay extra shipping.
5. When box is packed and taped and the form is inside, please SEND BOX TO:
VI/COVETRUS
415 New Road, Suite 4A
Somers Point, NJ 08244
Trackable services are preferred methods, FedEx, UPS, or USPS Priority.
6. Current shipping rates on work order forms are:
*Next day \$20.00
*Second day \$15.00 - *Recommend second day shipping for western states.*
*Ground \$10.00
****Allow 7-10 Business Days for your instruments to be returned****

Call in Hotline Service/Contact Information

Available for support 7 days/wk: Glenn Lasco, call/text 609-335-2097

email: glenn@vitalst.com | fax 609-927-0081

Turnaround Time for Standard Shipping

1-2 days - sharpen/hone, debur, align/adjust, clean and lubricate. Corrosion, pitting, missing or broken parts or supply chain issues can delay the process. Cost of parts not included on work order will be determined after instrument examination.

Turnaround Time for Extensive Sharpening/Repair

3-4 days – parts replaced and machining. Corrosion, pitting, missing or broken parts or supply chain issues can delay the process. Cost of parts not included on work order will be determined after instrument examination.

Dental Instrument Sharpening Promotion

One free dental elevator sharpening until end of December, 2021.

Regulatory Requirements

Please remember it is a regulatory requirement to **decontaminate or sterilize** instrument before shipping. Bulk decontamination or sterilization is acceptable.

Future Orders

A new work order form, marketing collateral, return service (RS) label and receipt will be shipped to the customer with their return order so the customer is prepared for future orders. Please contact Veterinary Sales Representatives for **trade ins, warranties and purchasing of new instruments**.

PLEASE SEND THIS COPY WITH YOUR REPAIR

Veterinary Instrumentation/Covetrus® Sharpening Work Order Form

DATE ____/____/____ WORK ORDER # _____ (FOR INTERNAL USE ONLY)



CUSTOMER INFORMATION

NAME _____
 ADDRESS _____
 CITY / STATE / ZIP _____
 DAY PHONE # _____
 FAX # _____
 EMAIL ADDRESS _____

PAYMENT INFORMATION

ACCOUNT # _____
 CUSTOMER PURCHASE ORDER # _____

REPAIR DEPT USE ONLY

DATE ORDER RECEIVED _____
 RETURN SHIPPING METHOD _____
 DATE SHIPPED _____

* Please remember it is a regulatory requirement to decontaminate or sterilize equipment before shipping

REF#	SERVICE DESCRIPTION	QTY FOR REPAIR	QTY BEYOND REPAIR	PRICE	EXTENDED PRICE
ISR55	(z) EXTENSIVE REPAIR*			QUOTE	
ISR56	(z) MISCELLANEOUS			QUOTE	
ISR21	(z) NO WORK DONE			N/A	
ISR65	ARCO 5-IN-1 BLADE REFURB. (SHARPEN COMB BLADE, REPLACE CUTTER BLADE)			\$15.25	
ISR1	ASPIRATOR TIPS REPAIRED			\$7.50	
ISR47	BIOPSY PUNCH			\$51.75	
ISR40	BONE CUTTERS & PIN CUTTERS (SHARPENING ONLY)			\$33.00	
ISR20	CARBIDE NEEDLE HOLDER REPAIRED			\$38.00	
ISR30	CARBIDE SCISSORS SHARPENED			\$17.50	
ISR33	CLAMPS			\$8.00	
ISR62	CLIPPER BLADE SHARPENING, LARGE ANIMAL			\$7.25	
ISR61	CLIPPER BLADE SHARPENING, SMALL ANIMAL			\$5.75	
ISR64	CLIPPER REPAIR, LARGE ANIMAL (PARTS NOT INCLUDED)			\$22.25	
ISR63	CLIPPER REPAIR, SMALL ANIMAL (PARTS NOT INCLUDED)			\$16.25	
ISR43	DERMAL PUNCHES			\$10.75	
ISR11	DOUBLE END BONE FILE SHARPENED			\$14.00	
ISR2	DOUBLE END CHISEL SHARPENED			\$13.00	
ISR9	DOUBLE END EXPLORER SHARPENED			\$3.50	
ISR14	DOUBLE END PERIO FILE SHARPENED			\$11.00	
ISR16	DOUBLE END PERIO KNIFE SHARPENED			\$6.00	
ISR7	DOUBLE END PERIOSTEAL SHARPENED			\$14.50	
ISR28	DOUBLE END SCALERS/EXCAVATORS/CARVERS SHARPENED			\$4.50	
ISR4	DOUBLE END SURG. CURETTE / ROOT TIP PICK SHARPENED			\$9.50	
ISR6	ELEVATOR SHARPENED			\$10.50	
ISR13	EXTRACTION FORCEPS REPAIRED			\$18.50	
ISR44	FORCEPS, DRESSING / TISSUE			\$10.00	
ISR70	GUILLOTINE (LARGE)			\$95.00	
ISR69	GUILLOTINE (SMALL)			\$75.00	
ISR19	HEMOSTAT REPAIRED			\$11.50	
ISR22	HOWE PLIERS SHARPENED			\$10.50	
ISR50	LIGATURE CUTTERS			\$19.50	
ISR45	MALLETS, ALIGN / ADJUST			\$18.25	
ISR36	MICRO FORCEPS			\$32.25	
ISR37	MICRO NEEDLE HOLDERS (ALIGN ONLY)			\$16.25	
ISR38	MICRO NEEDLE HOLDERS, REPLACE TC INSERT			\$38.00	
ISR39	MICRO SCISSORS			\$32.25	
ISR18	MOUTH GAG REPAIRED			\$28.50	
ISR46	NAIL NIPPERS AND SPLITTERS			\$17.25	
ISR49	NEEDLE HOLDERS (ALIGN, RESERRATE, SHARPEN)			\$12.25	
ISR34	OSTEOTOMES			\$11.00	
ISR66	PET NAIL CLIPPERS			\$6.50	
ISR52	RAKES, SKIN HOOKS, SHARPEN AND ALIGN			\$8.25	
ISR48	RASPS, RESHAPING			\$11.00	
ISR53	RETRACTORS - EXCLUDES CHECK RETRACTORS (ALIGNMENT ONLY)			\$8.25	
ISR25	RONGEURS SHARPENING			\$32.00	
ISR26	RONGEURS SHARPENING & SPRINGS			\$51.75	
ISR41	SCISSORS (GENERAL & DELICATE)			\$12.50	
ISR42	SCISSORS, SUPERCUT			\$16.25	
ISR12	SINGLE END BONE FILE SHARPENED			\$7.00	
ISR3	SINGLE END CHISEL SHARPENED			\$6.50	
ISR10	SINGLE END EXPLORER SHARPENED			\$1.75	
ISR15	SINGLE END PERIO FILE SHARPENED			\$5.50	
ISR17	SINGLE END PERIO KNIFE SHARPENED			\$3.00	
ISR8	SINGLE END PERIOSTEAL SHARPENED			\$7.25	
ISR29	SINGLE END SCALERS/EXCAVATORS/CARVERS SHARPENED			\$2.50	
ISR5	SINGLE SURG. CURETTE/ROOT TIP PICK SHARPENED			\$4.75	
ISR54	SPECULA - NASAL, RECTAL, VAGINAL (ALIGNMENT ONLY)			\$16.25	
ISR35	SPONGE FORCEPS			\$8.00	
ISR67	SURGICAL KNIFE HANDLE (BLADE SLOT AND GROOVE ALIGNMENT)			\$8.25	
ISR51	TISSUE NIPPERS			\$19.50	

Standard Instrument Repair includes: Sharpen/hone, debur, align/adjust, remove oxidation and pitting, cleaning, buff/polish and lubricate.

Extensive Repair includes: Part replacements and machining.
 Cost of parts not included. Will be determined after instrument examination.

If my instrument is beyond economical repair (BER):

Send back unrepai red Interested in trade-in Dispose of instrument

All instruments shipped via UPS
 Prices subject to fuel surcharge.

All prices are subject to change
 without notice.

Select Return Delivery

Next Day \$20
 Second Day \$15
 Ground \$10

Ship to: VI Covetrus Repair, 415 New Road - Ste 4a, Somers Point, NJ 08244