

RMA#	DATE:	Expires:
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Service Department RMA Information

Product Returned By:
Bill to address:

**If the Product is to be shipped to a
different address fill in below:**

Company	Company
Address 1	Address 1
Address 2	Address 2
City State Zip	City State Zip
Contact Email address	Contact Email address
Phone Fax	Phone Fax

Product Identification

Model Serial #	How many of this model owned?
Accessories	How many years owned?
Date of last return	Unit damaged? (cracks, rattling, missing parts)

Reason for Return

See Terms on back or next page

☐ Unit inoperative, no power ☐ Error Code appears _____ ☐ Weak or no output ☐ Timer ☐ Buttons ☐ Display ☐ Cables	Problem occurs: ☐ All the time ☐ After several treatments ☐ Only occasionally ☐ At first power up (cold)	☐ Repair and Return ☐ * Request Estimate—\$100 ☐ Calibration Only ☐ Under Warranty? ☐ Ignore cosmetic flaws
Details/Comments 		Preferred shipping back? ☐ UPS Ground ☐ UPS 3 rd Day ☐ UPS Blue ☐ UPS Red

* The \$100 estimate fee will be applied to the repair charge if the repair estimate is accepted. Units that are not repaired due to an estimate refusal will be returned for a \$100 charge plus shipping and handling. Units can be scrapped at no charge.

Terms and Suggestions

The Mettler Electronics Corp. Service Department strives to reduce repair times, improve quality, and simplify the entire service process. By completing this revised Returned Product Information form, you help us to serve you better.

To ensure prompt servicing and return of your product:

- 1) Include RMA paperwork inside box on top of unit.
- 2) Provide full ship-to address (cannot ship to P.O. BOX);
- 3) Include contact person's name, phone and fax numbers;
- 4) If repair is for hospital, school or government agency, include a P.O. number;
- 5) Respond expeditiously to estimate approval requests; and
- 6) Be as complete and detailed as possible when describing the reason for return.

Service Department terms and conditions:

- 1) RMA number must be given to customer within 24 hours of receipt of customer's unit.
- 2) Please promptly return your product for servicing. This RMA number is valid for 30 days after it has been assigned.
- 3) All labor is flat rate, and varies per model or accessory. Rates are posted in Service Dept.
- 4) Units received with no written instructions are assigned "Repair & Return" status.
- 5) All units received with "Calibration Only" requests are assigned an "Estimate" status because they must conform to applicable quality standards and regulations before being returned to the customer.
- 6) Units returned as "NPF" (no problem found) have undergone time-consuming testing to duplicate the described problem which usually delays the return.
- 7) If estimate is refused, a \$100 "estimate fee" is charged to cover diagnostics time.
- 8) Shipping charges to and from the factory are the customer's responsibility.
- 9) Refused COD shipments can be reshipped with additional freight charge.
- 10) Units received for repair may be delayed if there is a credit problem.
- 11) Hospital, school or government agency units arriving with no P.O. number may be delayed. Mettler Electronics Corp. will not bill third party organizations.
- 12) Mettler Electronics Corp. products should be shipped in containers designed for that purpose to insure maximum protection from shipping damage. Should a customer require a product be returned in a special container, an additional fee shall be charged for special-handling.
- 13) Mettler Electronics Corp. is not responsible for unclaimed products after a period defined by applicable law.
- 14) A small fee (depending on the nature of the request) may be assessed for customer-requested written information beyond that normally supplied.
- 15) Mettler Electronics Corp. encourages all dealers to provide loaners.