

## Televac® - The Fredericks Company

### Service Order/RMA Request Form

#### 1. Description

Please fill out this form completely. Once submitted, a Televac® representative will contact you to provide a service order/RMA number. Customer service can be reached at [sales@frederickscompany.com](mailto:sales@frederickscompany.com) or +1 215 947 2500 between 8:00 AM and 4:00 PM ET, Monday to Friday. **Please wait to return any equipment until you receive a service order/RMA number. Equipment received without a service order number or documentation will not be processed by the calibration lab and may result in a service charge.**

#### 2. Individual Contact Information

Name:	Company:
Email:	Phone:

#### 3. Shipping Address

Street Address:			
Address Line 2:			
City:	State:	Zip:	Country:

#### 4. Billing Address (☐ same as shipping address)

Street Address:			
Address Line 2:			
City:	State:	Zip:	Country:

#### 5. Payment Method (for customers with credit terms)

Purchase Order (PO) Number:
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#### 6. Payment Method (for customers paying with a credit card)

Credit Card:	<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> American Express
Name (as it appears on card):			
Credit Card Number:	Security Code:	Expiration Date:	
Billing Address: ( <input type="checkbox"/> same as ship to) ( <input type="checkbox"/> same as bill to)			
City:	State:	Zip:	

#### 7. Type of Return (select only one)

Calibration	Service	Warranty
<input type="checkbox"/> ISO 17025 Accredited Calibration	<input type="checkbox"/> Evaluation/Repair	<input type="checkbox"/> Warranty
<input type="checkbox"/> NIST Traceable Calibration	<input type="checkbox"/> Cold Cathode Service	
<input type="checkbox"/> Factory Calibration	<input type="checkbox"/> Cold Cathode Data Certificate	
	<input type="checkbox"/> Sensor Certificate of Compliance	
	<input type="checkbox"/> Simulator Certificate of Compliance	
	<input type="checkbox"/> Simulator NIST Certificate of Compliance	

- ISO/IEC 17025 accredited vacuum calibration certificates will by default, unless explicitly requested, include a statement of conformity using a simple decision rule outlined in [form televac\\_tolerances](#), and use the order acknowledgment "ship to" address as the customer name and address
  - ISO/IEC 17025 accredited vacuum calibrations cannot be combined with other types of calibrations
    - For example, you cannot return a multi-channel controller (MX200, MM200, MC300) for ISO 17025 accredited calibration of specific channels with NIST traceable calibration for other channels
  - For ISO/IEC 17025 accredited and NIST traceable calibrations, you must return the controller, sensors, and cables (active gauges do not require that cables are returned)
- Failure to return all necessary equipment may result in additional charges and delays in your order**

## 8. Equipment Being Returned for Calibration or Service

**Note: The calibration lab will not process equipment received without a service order number, which may result in additional charges.**

Model:	Serial Number:	Gauges for Calibration:
Model:	Serial Number:	Gauges for Calibration:
Model:	Serial Number:	Gauges for Calibration:
Model:	Serial Number:	Gauges for Calibration:
Model:	Serial Number:	Gauges for Calibration:

## 9. Special Instructions, Additional Calibration Points, Reason for Return (if other than calibration), and Other

1. Default calibration points can be found here: [frederickscompany.com/products/televac-calibration-tolerances/](https://frederickscompany.com/products/televac-calibration-tolerances/)
  - a. If other calibration points are required, they must be explicitly stated on this form and shown on the order acknowledgment
  - b. Additional calibration points are an additional charge per point
2. Please specify which channels (or stations) require calibration if you are returning a controller
3. If this is an evaluation or repair, please describe the issues you're experiencing with the unit
4. In addition to the above, please feel free to use this section to provide any additional information for your service order/RMA

## 10. Requested Method of Shipment (if collect, please provide FedEx or UPS account number)

## 11. Hazardous Materials Declaration

In compliance with Federal OSHA Safety Standard 1910.1200, Hazard Communication "need and right to know", Televac® requires that all returned equipment does not present a potential health risk to personnel that can occur when receiving, dismantling, or servicing potentially contaminated equipment. Televac® cannot accept any biological hazards, radioactive material, organic metals, or mercury-contaminated equipment. Equipment will not be processed if these terms are not met. By checking the box below (required), you certify that all equipment sent to Televac® meets the above requirements.

☐ I Agree