

Fredericks/Televac Service Order/RMA Request Form

Description

Please fill out this form completely. Once submitted, a Fredericks/Televac® representative will contact you and provide the service order/RMA number. Customer service can be reached at sales@frederickscompany.com or +1 215 947 2500 between 8:00 AM and 4:00 PM eastern time, Monday to Friday. If you are returning more items than will fit on this form, please include a separate document listing those items, the reason for the return, and any calibration details. Please wait to return any equipment until you've received 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 \$85.00 service charge.**

Individual Contact Information

Name:	Company:		
Email:	Phone:	Title:	

Shipping Address

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

Billing Address (same as shipping address)

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

Payment Method (for customers with credit terms)

Purchase Order (PO) Number:

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:	

Model Name, Part Numbers, and Serial Numbers

Please note: Equipment received without a service order number will not be processed by the calibration lab and may result in additional service charges.

1	Model Name (Part Number):	Serial Number:
2	Model Name (Part Number):	Serial Number:
3	Model Name (Part Number):	Serial Number:
4	Model Name (Part Number):	Serial Number:
5	Model Name (Part Number):	Serial Number:
6	Model Name (Part Number):	Serial Number:

Type of Return				
<input type="checkbox"/> NIST Calibration	<input type="checkbox"/> Standard Calibration	<input type="checkbox"/> Service/Repair	<input type="checkbox"/> Warranty Repair	<input type="checkbox"/> Other:
Please note that calibration will automatically be assigned a one-year calibration interval unless specified otherwise in the special instructions section below. For NIST calibrations and all system evaluations, sensors and cables must be returned with the controller . Failure to do so will result in an additional service charge.				

Calibration Details or Reason for Return
<p><i>If this is a calibration, please describe the calibration (i.e. number of sensors and channels,) including which channels are to be NIST calibrated. We will NIST calibrate all sensors/channels if this information is not provided at the time of order.</i></p> <p><i>If this is a repair, please describe the issues you're experiencing with the unit.</i></p>

System/Process Where the Equipment Was Used (please include what chemicals it might've been exposed to)

Other Special Instructions

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

Hazardous Materials Declaration
<p>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.</p> <p><input type="checkbox"/> I Agree</p>