



The TMI Group of Companies

Testing Machines Inc. • Messmer Büchel
• Lawson-Hemphill • Lako Tool • Adamel Lhomargy SARL • TMI Canada

REQUEST FOR RETURN AUTHORIZATION FORM

RA# ISSUED: _____

Company:		
Contact:	Phone No.:	Fax No.:
E-Mail:	End User:	Fax No.:

Bill To Address:	Ship To Address:

Items To Be Returned *(This section must be fully completed prior to issue of the RA#)*

All accessories essential to the unit's operation and calibration must accompany the instrument(s) being returned. For detailed lists of accessories please contact the TMI Technical Service at techsupport@testingmachines.com

Model / Part No.	Serial No.	Reason For Return

Is a NIST Certificate of Calibration (TD/131) required at an additional charge? _____ YES _____ NO

<p>REPAIR POLICY</p> <p>Return Authorization Numbers must be marked clearly on all packages and paperwork returned. Shipment to TMI shall be at the buyer's expense. Repaired or replaced items will be shipped F.O.B. our plant in New Castle, Delaware. Physically damaged merchandise caused by shipping will not be accepted by TMI.</p> <p>After the product is evaluated TMI will contact you to provide the estimated repair cost. A purchase order must be supplied before repair work will be scheduled.</p> <p>A minimum \$130.00 per hour evaluation fee will be applied to each item returned to you unrepaired. Fees for shipping material and cost will be applied. If a replacement unit is purchased through TMI the evaluation fee will be waived. The hourly rate for repairs is \$120.00.</p> <p>CREDIT POLICY</p> <p>Credit shall be considered for returns made within 45 days of the original invoice date. A 20% restocking fee shall be applied. Additional fees shall also be applied if products are returned damaged or without the original packaging materials or accessories (user manuals, cables, software, and etc.).</p>	<p>WARRANTY ITEMS</p> <p>Shipment to TMI shall be at the buyer's expense. Repaired or replaced items will be shipped F.O.B. our plant in New Castle, Delaware. Physically damaged merchandise caused by shipping will not be accepted by TMI.</p> <p>Items returned for warranty repair must be returned in their original shipping packaging. In the event this material is not available it may be purchased through TMI. Units returned without original packaging material are subjected to full cost of replacement packaging.</p> <p>A minimum \$130.00 per hour evaluation fee, plus shipping charges, will be imposed on all warranties which exhibit no defects upon evaluation.</p> <p>Please ship units to: Testing Machines Inc 40 McCullough Drive, New Castle, DE 19720</p> <p>Return Authorization Numbers must be marked clearly on all packages and paperwork returned.</p>
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Customer Signature: _____ Date: _____

FAX COMPLETED FORM TO 1-302-613-5619
E-MAIL: rma@testingmachines.com