

# RYCOM Return Material Authorization

**SUBMIT FORM**

**Company Information:**

Company Name	Customer Number	_____
Mailing Address	Contact Name	_____
State/Province	Zip/Postal Code	City _____ Country _____
Equipment Return Address		
Shipping Address		City _____ Country _____
State/Province	Zip/Postal Code	Country _____
Phone 1	Phone 2	Fax _____
URL	email	_____

User Contact Information: It is beneficial for RYCOM's repair technicians to speak to the equipment user. If possible please provide contact information.

Name	Phone	Email
_____	_____	_____

**Repair Policy**

Unit approved for repair upon receipt unless repair exceeds \$350. If the repair cost exceeds \$350, do you require RYCOM to contact you with an estimate for approval?    YES    NO

Units returned un-repaired or scrapped will be subject to a \$95.00 evaluation fee. Units with estimates that have not been approved after 15 days will be returned and subject to fee.

Shipping charges for both delivery and return are the responsibility of the equipment owner. For repairs deemed by RYCOM to be warranty, the owner is responsible for shipping charges to RYCOM Instruments, and RYCOM will cover the return shipping cost of the unit.

A 90-day warranty is applied to non-obsolete models manufactured by RYCOM Instruments covering workmanship and parts replaced. An additional 30-day warranty may be obtained by filling out the Extended Repair Warranty form found at <http://www.rycominstruments.com/repairextended.html>.

Packing Instructions: Remove batteries from unit when shipping. Use the original shipping carton or an equivalent shipping container. Add packing material around all sides of the unit. Seal the shipping container with strong tape. Mark the container/shipment as FRAGILE ELECTRONIC EQUIPMENT. Failure to properly pack the unit will void the warranty.

Model	Serial Number	Description of Problem
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Billing Instructions**

Purchase Order                       Credit Card                       C.O.D.

*If you do not have an account with RYCOM Instruments, prior credit approval is required.*

**Special Notes, Instructions & Shipping Preference**

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