

Repair Form

Print completed form and include with unit in each box shipped.

Print Form

Clear Form



Company Information

Company Name _____

Billing Address _____ City _____

State/Province _____ Zip/Postal Code _____

Billing Contact _____ Phone _____ Email _____

Equipment Return Address

Shipping Address _____ City _____

State/Province _____ Zip/Postal Code _____

Contact Name _____ Phone _____ Email _____

Repair Policy

Unit approved for repair upon receipt unless repair exceeds \$500. If the repair cost exceeds \$500, do you require RYCOM to contact you with an estimate for approval? NO (No Estimate Fee) YES (\$150 Estimate Fee)

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

Units returned un-repaired or scrapped will be subject to a \$150.00 evaluation fee. Units with estimates that have not been approved after 15 days will be returned and subject to fee.

Unit and case must be clean and free of debris. Equipment and cases requiring cleaning will be charged \$150 cleaning 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.

Do Not Ship Li-Ion Batteries. Remove batteries from unit when shipping.

Use the original shipping carton or an equivalent shipping container. Add packing material around all sides or 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.

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>.

Items in Shipment

Model	Serial Number (C #)	Description of Problem		
_____	_____	Transmitter	_____	
		Receiver	_____	
_____	_____	Transmitter	_____	
		Receiver	_____	
_____	_____	Transmitter	_____	
		Receiver	_____	
Carry Case x	Coupler x	Red/Black Cord x	AC Charger x	x
Ground Rod x	Flexi-Coupler x	Ground Extension x	DC Charger x	x

Special Notes, Instructions & Shipping Preference

RYCOM Repair Address

Print completed form and include with unit in each box shipped.

RYCOM Instruments, Inc.
ATTN: Repair
9351 East 59th Street
Raytown, MO 64133-3895