rotronic

Suite 150
Engineers Road
Hauppauge, NY 11788
Phone: 631-427-3898
Fax: 631-427-3902

Return Authorization Number Request Form

Prior to sending one or several products back to ROTRONIC, you may either call (631) 427-3898 (Ext 225 or Ext219) or use this form to request a Return Authorization Number. If you have elected to use this form it can be emailed to: **service@rotronic-usa.com** or faxed to our office at **631-427-3902.** Please retain a copy for your records.

INSTRUCTIONS:

Please enter separately each model number to be returned, using sections 2a to 2d (maximum 4 different model numbers). For example, if you are returning both an indicator and a probe, use section 2a for the indicator and section 2b for the probe. Multiple quantities of the same model number are allowed.

If you do not need sections 2b to 2d, please leave the default selection "No further product" in the Product Type drop-down list in each of these sections.

Fields marked with a *are required.

NOTE: if returning a product for credit, please contact us directly at 631-546-9225 or 631-427-3898 (Ext 225)

1a – Contact information

*Full Name
*Email Address
*Phone Number
Fax Number

1b – Billing Information

*Company Name   Purchase Order
*Street Address

*City, State, Zip

1c – Shipping Address (if different from billing address)

Company Name
Street Address

City, State, Zip

1d – Return Carrier Information

*Carrier Name
*Type of Service
Carrier Account   Yes   No   Account Nbr.

2a – Product 1 (one model per section)

    *Product Type
    Model Number
    Serial Numbers
    (separate with a comma)

*Reason for Return	Calibration	Repair	Warranty Repair
Problem Description			

2b – Product 2 (one model per section)

    Product Type
    Model Number
    Serial Numbers
    (separate with a comma)

Reason for Return	Calibration	Repair	Warranty Repair
Problem Description			

2c – Product 3 (one model per section)

    Product Type
    Model Number
    Serial Numbers
    (separate with a comma)

Reason for Return	Calibration	Repair	Warranty Repair
Problem Description			

2d – Product 4 (one model per section)

    Product Type
    Model Number
    Serial Numbers
    (separate with a comma)

Reason for Return	Calibration	Repair	Warranty Repair
Problem Description			

3 – General Requirements

Expedite / Rush	Yes (additional charges apply)	
ISO 17025 Accredited Calibration	Yes (additional charges apply, available only on certain products)	
Provide "as found" Data	Yes (additional charges apply)	
If unrepairable	Do not return	Return