



In order to process this RMA all fields are required to be completed and cannot be left blank. Uncompleted forms will be returned without an authorization number. A copy of this completed form must accompany items being returned in box. Please return this form to EMS by Email dbissoni@emsct.com or by Fax #: 203-634-6663. **EMS reserves the right to refuse shipments that are without a RMA Number.**

EMS RETURN MERCHANDISE AUTHORIZATION FORM- US CUSTOMER ONLY!				
RMA#		<i>(ASSIGNED WHEN FORM IS RETURNED)</i>		Date: _____
Customer Name and Company: _____				
Address: _____				
City: _____		State: _____		ZIP Code: _____
Contact Person:				
Name: _____				
Phone#: _____				
Email: _____				
NATURE OF PROBLEM				
Problem Reported: _____				
Purchase Order#: _____			Estimate Required:	
			Yes _____ No _____	
Monitor Location (Company & State): _____			Model#: _____ Serial #: _____	
Please check One:		EMS Use ONLY:		
Emergency Service _____ Standard Service _____ (Emergency Fees Apply) (Standard Rate)		Estimate Repair _____ Repair _____		
5-10 Days is our Standard Service turnaround. Emergency Service is less than 5 working days. Service days start from the time we receive the unit and RMA form at EMS Factory.		Warranty _____ Other _____		
RETURN SHIPPING INFORMATION – US ADDRESS ONLY!				
Ship To: (Where to send after repair has been made)				
Address: _____				
City: _____		State: _____		Zip: _____
ATTN: _____				
Ship FOB Via: (Check one only)				Customer UPS Account#: _____
<input type="checkbox"/> UPS Next Day	<input type="checkbox"/> UPS 2nd Day	<input type="checkbox"/> UPS Ground	<input type="checkbox"/> Use Customer's UPS Account #	UPS Account Billing Zip code: _____

Separate form per system is required

ESTIMATED CHARGE:

A purchase order is required for a minimum amount of:

\$425.00 for diagnostic services/estimating repairs with standard turnaround time (5-10 business days).

\$638 for emergency diagnostic services/estimating repairs (less than 5 business days)

NON-WARRANTY PARTS OR SERVICE:

After receiving and inspection of the item(s) pricing will be determined and communicated to the customer. EMS will need approval of the charge by the customer before any work is performed.

WARRANTY PARTS OR SERVICE:

After receiving the item(s) EMS will inspect and determine if the warranty claim is valid.

If EMS agrees it should be covered under our warranty the repair or replacement will be at no charge.

If EMS has reason to believe the damage or failure is not covered under EMS warranty the customer will be contacted with the explanation and charges.

IN-HOUSE SERVICE RATES

Effective: October 1, 2013

5-10 Days is our Standard Service turnaround.

Standard service rate is as per prevailing EMS Service rates (EMS Form 102).

EMERGENCY SERVICE IS LESS THAN 5 BUSINESS DAYS.

Emergency service will be invoiced at the rate of 1.5 times the standard service rate.

GUARANTEE:

All work performed and all materials installed by EMS Service Engineer (excluding materials which have their own specific warranty) are guaranteed for 30 days from completion date. Workmanship guarantee provides that all work performed will meet manufacturer's specifications.

REPAIR SERVICE LOCATION AND SHIPPING INSTRUCTION:

Repair items must have the Return Authorization Number clearly written on the outside of each box. The Return Authorization Form must be included with the shipment preferably in or on box #1.

Items are to be sent by freight prepaid to Environmental Monitor Service, Inc. 87 Gypsy Lane, Meriden, CT 06450

EMS reserves the right to refuse shipments without Return Merchandise Authorization Number.

RETURN SHIPPING:

Returned items will be sent by UPS Ground prepaid to any location in USA. If other shipping methods are requested it will be at additional charge to customer.

QUESTIONS OR HELP FILLING OUT THIS FORM:

Phone: **203-935-0102 ext. 10**

IMPORTANT!

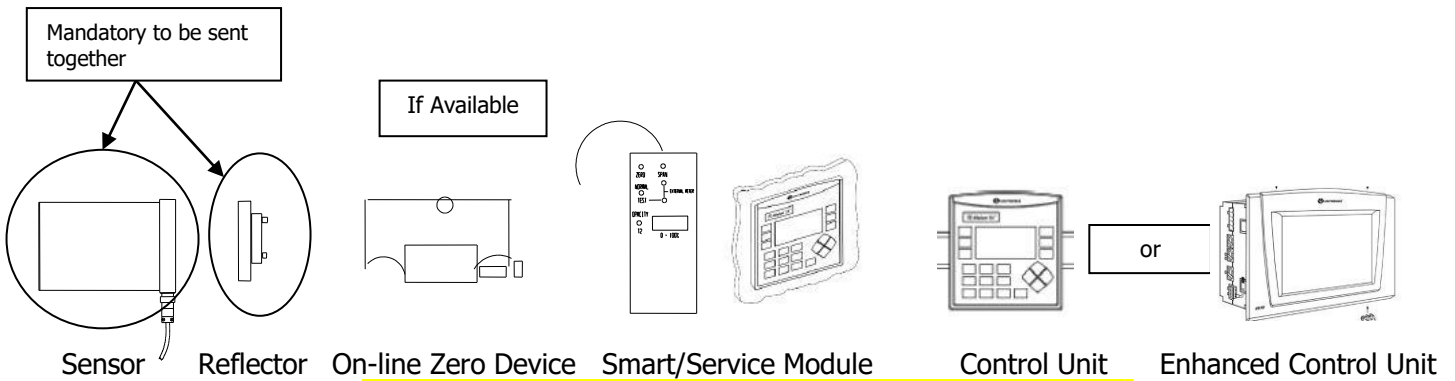
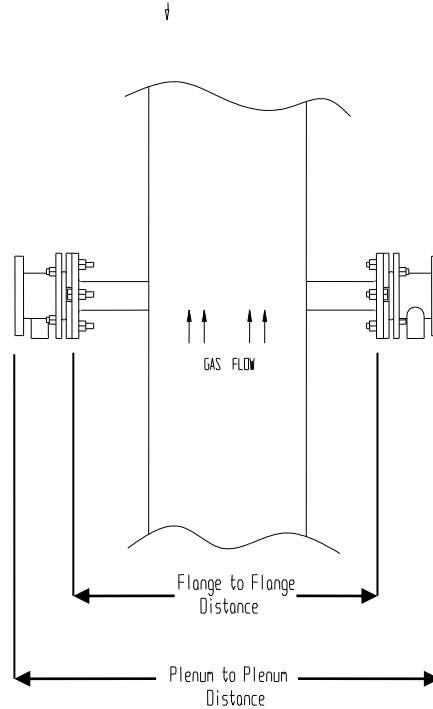
In order to calibrate your transmissometer to onsite distance, we require the original retro-reflector that matches the s/n of the transmissometer. If the retro is not available during the repair the transmissometer will need to be calibrated by a trained technician onsite. All returned items should have matching S/N.

Mandatory for Sensor Calibration:

Flange – Flange _____

Or

Plenum –Plenum _____



ALL COMPONENTS ARE REQUIRED TO BE RETURNED

Ship to:
Environmental Monitor Service Inc.
Service Dept.
87 Gypsy Lane
Meriden, CT 06450

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