

Once the RMA number has been issued, the customer has 10 business days to send in equipment. After ten business days, the RMA number becomes invalid and a new one must be issued



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

RMA# _____ (ASSIGNED WHEN FORM IS RETURNED) **Date:** _____

Customer Name and Company: _____

Address: _____

City: _____ **State:** _____ **ZIP Code:** _____

Contact Name: _____

Phone#: _____

Email: _____

NATURE OF PROBLEM

Problem Reported: _____

Purchase Order#: _____ **Estimate Required:**
Yes _____ No _____

Monitor Location (Company & State): _____ **Model#:** _____ **Serial #:** _____

Please check One:

Emergency Service _____ **Standard Service** _____
(Emergency Fees Apply) (Standard Rate)

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.

EMS Use ONLY:

Estimate Repair _____ **Repair** _____
Warranty _____ **Other** _____

RETURN SHIPPING INFORMATION

Ship To: (Where to send after repair has been made)

Address: _____

City: _____ **State:** _____ **Zip:** _____

ATTN: _____

Ship FOB Via:
(Check one only)

UPS Next Day

UPS 2nd Day

UPS Ground

**Customers outside of
the US must use their
own account #**

Using
shipping account customers

Customer UPS Account#: _____

UPS Account Billing Zip code: _____

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 will be invoiced at the rate of EMS Standard Service rates.

EMERGENCY SERVICE IS LESS THAN 5 BUSINESS DAYS.

Emergency service will be invoiced at the rate of EMS Emergency Service rates.

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 prepaid to Environmental Monitor Service, Inc. 87 Gypsy Lane, Meriden, CT 06450

Non-USA shipments sent to EMS. All shipping, including customs charges must be pre-paid by the shipper. 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!

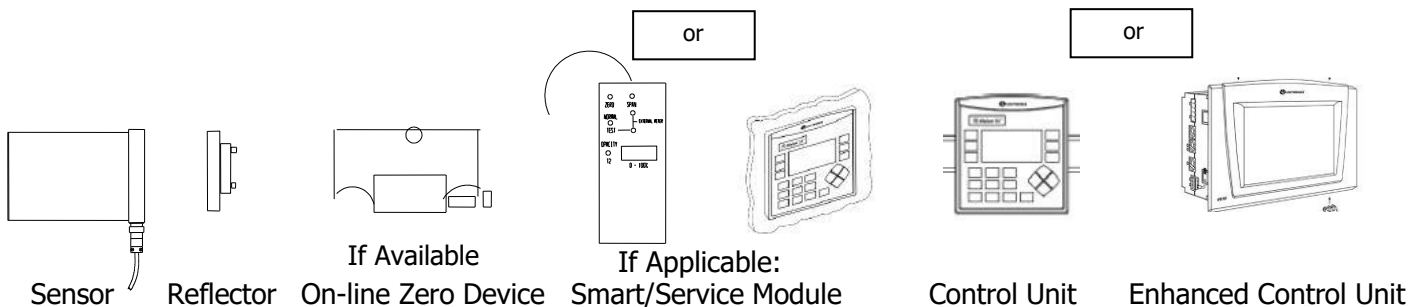
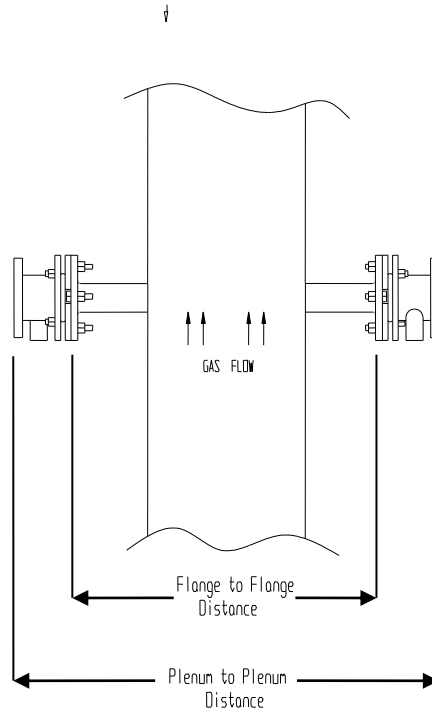
In order to calibrate your transmissometer to onsite distance, we require the original retro-reflector that matches the s/n of the transmissometer. If the retro is not available during the repair the transmissometer will need to be calibrated by a trained technician onsite. All returned items should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

Mandatory for Sensor
Calibration:

Flange – Flange _____

Or

Plenum –Plenum _____



WITH MATCHING S/N, ALL ABOVE COMPONENTS ARE REQUIRED TO BE RETURNED

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

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