

Return Material Authorization Form

RMA # _____

Instructions for Returns

The RMA number above authorizes you to return items to our facility. Please complete this form and return it with your shipment. There is a \$150 evaluation charge per unit. This evaluation charge will be waived only if the unit(s) is re-calibrated, repaired, replaced or under warranty. Group Four Transducers will not proceed with any work until authorized by the customer.

A purchase order for a minimum of \$150, included with the returned materials, is required for evaluation, and will expedite the turn-around of serviced equipment. It is recommended to include authorization on the purchase order for Group Four Transducers to proceed with any repairs, as long as they do not exceed 50% of the replacement cost of the returned item(s). Group Four Transducers will provide a price quotation or replacement recommendation for any item whose repair costs would exceed 50% of replacement cost, or any item that is beyond economic repair. For routine calibration services, the Purchase Order should include authorization to proceed and return at current pricing, which can be obtained from a Group Four service representative.

Company Name	
Contact Name / Phone	
Email Address	
Ship to Address	
Billing Address	
Authorized Price	
Authorizing Signature	
RETURN SHIPPING INSTRUCTIONS: Group Four will default ship UPS/ground service, prepay and add unless otherwise specified	
Specify other Ship Method	
Account for Freight Collect Shipments	

Model Numbers Of Items Being Returned:	
1.	SN:
2.	SN:
3.	SN:
4.	SN:
5.	SN:
6.	SN:

Reasons for Return: <i>(items in bold are our defaults and will be performed unless otherwise selected)</i>		
<input type="checkbox"/> Recal Only	<input type="checkbox"/> Repair Only	<input type="checkbox"/> Repair and Recal
<input type="checkbox"/> Other		
Describe Problem or Special Instructions:		
Recal Procedures Details: <i>(If the below instructions are not selected the options in bold will be the default)</i>		
<input type="checkbox"/> Standard 3 point, 1 run 0%, 50%, 100%	<input type="checkbox"/> 5 point, 1 run in ascensions 20% increments	<input type="checkbox"/> 5 point, 1 run 0%, 50%, 100%, 50%, 0%
<input type="checkbox"/> 11 point, 1 run In ascension 10% increments	<input type="checkbox"/> 2nd run for repeatability performance <i>(additional charges will apply)</i>	
<input type="checkbox"/> Tension/CW Only	<input type="checkbox"/> Compression Only	<input type="checkbox"/> Tension & Compression
Direction Priority: <input type="checkbox"/> Tension/CW (CW) or <input type="checkbox"/> Compression (CCW) Due to some indicator only providing a 2 point calibration option, the decision must be mad which direction to be the primary.		
+ OR - In Tension:		Engineering Units: LBF or in-Lbf

The Following Questions Must be Answered:

Have any of the units being returned been exposed to radiation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have any of the units being returned been exposed to hazardous chemicals or potentially infectious materials?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have all of the exposed units being returned been cleaned of any infectious materials?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Please ship all returns to:
Group Four Transducers
22 Deer Park Drive
East Longmeadow, MA 01028

Repair Warranty: All repairs of Group Four products are warranted for a period of 90 days. This warranty applies to only those items which were found defective and repaired; it does not apply to products in which no defect was found and returned as is or merely re-calibrated. Out of warranty products may not be capable of being returned to the exact original specifications or dimensions.