|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date: |  |  | RMA No. |  |

To insure fast processing of your repair order, please provide the information highlighted in yellow and return to Inside Sales fax number 732-455-6022 or email to [rita.muraco@us.tdk-lambda.com](mailto:rita.muraco@us.tdk-lambda.com) or [bonnie.west@us.tdk-lambda.com](mailto:bonnie.west@us.tdk-lambda.com)

Upon receiving your application, you will be contacted shortly with an RMA number. If your unit is out of warranty, there is a $320.00 MINIMUM Evaluation fee, even if the unit is deemed unrepairable once evaluated. We now require a formal purchase order from customers with NET 30 Day terms or payment can be made by credit card with the authorization for us to proceed with its evaluation. We cannot accept a unit in receiving without the RMA#, purchase order or credit card information as security.

|  |  |  |  |
| --- | --- | --- | --- |
| Return Company Name/ Address: |  | Bill To Company Name/ Address: |  |
| **(Required Field)** |  | On Purchase Orders |  |
|  |  | **(Required Field)** |  |
|  |  |  |  |

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| --- | --- | --- | --- | --- | --- |
| Contact: | |  |  | RMA P.O #: |  |
| Phone: | |  |  | Fax: |  |
| Email: |  |  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Freight Carrier: |  |  |  | For Repairs <$750.00 please provide | | VISA | MC | | AMEX |
| **(Required Field for** |  |  |  | Major Credit Card #: |  | | | | |
| **Non-Warranty Repairs)** |  | |  | Credit Card Holder: |  | | | | |
| Freight Account #: |  |  |  | CC Billing Zip Code: |  | Expiration: | |  | |
|  |  | |  | 3-digit Security Code: |  | | | | |
|  |  | |  |  |  | | | | |

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| --- | --- | --- | --- | --- |
|  | | | | |
|  | |  |  | Cost of Repair (if applicable) |
| **Model Number (Required Field)** | | **TDK Part Number**  **(00# located with SN#)** | **Serial Number (Required Field)** | **REFERENCE OTHER THAN PO# IF ANY** |
|  | |  |  |  |
| Reason for Repair: **(Required Field)** |  | | | |

**PLEASE NOTE:**

* RMA Number must be clearly marked on the outside of every box otherwise it will be rejected upon receiving***.***
* **Please DO NOT send specialized cases for supplies or include any accessories such as manuals, line cords, etc. with your repair unless requested. If cases or accessories are requested to be replaced or returned, applicable charges will be added as we are not responsible for the loss of these items.**
* According to OSHA regulations, lifting plates need to be placed on supply upon receiving and shipping.
* For non-warranty supplies there is a $320.00 MINIMUM Evaluation fee amount. Therefore a PO or credit card information must be provided upon receipt of completed RMA Request form.
* For non-warranty repairs - storage of repairs is limited therefore once an estimate is provided the customer has 10 business days to respond on how to proceed. If no response is provided by the 15th day, a $30 per day storage fee may apply until response is provided.
* “Out of Warranty” supplies a preferred carrier and account number is required unless stated to ship prepaid and add.
* “In Warranty” supplies only, TDK-Lambda will pay return freight cost. **If no problem found there is a $320 service fee and freight is charged to customer’s account**.
* **There are additional charges for “extra” documentation**

Certificate of Calibration - $10

Final Test Data Sheet - $40

“As found” test data (pre-calibration) - $100

* Warranty on repaired Out of Warranty unit is 90 days.
* TDK-Lambda will notify customer for final resolution, and if product is deemed BER (beyond economical repair).
* Units will be repaired to TDK-Lambda Americas current standards.