



RMA REQUEST FORM



Instructions

- Email this form to TMS and wait to receive the RMA# before sending any product/part to TMS.
- Include a copy of this form with your shipment when sending product to TMS.
- Please type your responses with Adobe Acrobat Reader.
- Your answers will help us to provide a faster and more efficient service!

CALIBRATION OR RESTOCK Please complete sections A, B, and C of this form.

REPAIR OR EVALUATION Please complete sections A, B, and D of this form, and any repair questions on page 2 that apply. Attach any additional information (pictures, etc.) that can help describe the problem.

Please Note

The Modal Shop, Inc. is pleased to provide a quote for your consideration, upon completion of this form. Please note that calibration services are only performed within published manufacturer specifications for the supplied units. Calibration data outside of the manufacturer specifications, but within the parameter range of the quoted services, are available only upon special request, prior to service.

A CONTACT, SHIPPING, AND MATERIAL INFORMATION

Contact Information

TECHNICAL CONTACT

EMAIL

PHONE **FAX**

COMPANY NAME

ADDRESS

END USER NAME

END USER ADDRESS

WARRANTY CLAIM Yes No

Need quote before work is done: Yes No

ORIGINAL TMS JOB #

Total value for customs purposes or service fees: Yes No

YOUR ORIGINAL PO #

B DESCRIPTION OF EQUIPMENT BEING RETURNED

Please use one line per item

Quantity	Model #	Serial #	Manufacturer / Description	Recalibration / Restock / Repair / Evaluation
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C RECALIBRATION

Please specify any setup instructions or requirements for non-PCB or TMS products (e.g. special frequencies, etc.)



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D

REPAIR OR EVALUATION

Please Provide complete answers to the following questions regarding the equipment being sent in, and additional repair questions that apply below

Please describe the problem – any special application? (e.g. suddenly stopped working or intermittent)

Is there any physical damage to the unit?

What was the user doing when they noticed the issue or problem?

Are there any safety concerns? (e.g. electrical, liquid damage, smoke coming from unit)

OFFICE USE ONLY

Your RMA # is:

Approved by: