



# RMA Service Form

Contact details / Return address *(or attach your business card)*

Company	
Contact person	
Address	
Postal code	
City/Country	
Tel.	
Email/Fax	

Please complete this form **for each instrument** as detailed as possible and **enclose in parcel**

Total number of instruments sent:

## Billing Information

Your reference

Different Billing address

## Instrument

Please complete a separate form for each instrument

Brand	
Type	
Serial number	
Instrument mark	
Accessories	

*(Only include accessories which are indispensable for performing the required service)*

## Reason for return

Please mark the applicable box.

- Repair
- Warranty Repair (validity to be approved by TQC Sheen staff)
- Calibration certificate at standard costs  
*(not standard supplied with repair)*
- Other

Repairs (including repairs required for calibration certificates at standard cost) will, without further correspondence, automatically be processed to a maximum of € 125.00 (excluding transport and certification costs).

## Detailed fault description (a comprehensive description results in faster return!)

Return *(Please mark the applicable box)*

*The typical service lead time is two weeks after arrival of the goods*

- Please ship my instrument back immediately after repair (UPS)
- Kindly inform me when instrument is ready for shipment

Other

Please note the following Terms:

- Shipping costs will be for customers account.
- For items ordered erroneously we charge a re-stocking fee of 10% of the nett invoice value, with a min. of **€ 25,00** + transport charges.
- If a cost estimate is not accepted we will charge a minimum of **€ 45,00** inspection costs (excluding shipping costs).
- If instruments are sent for repair, and we can't determine any fault, we will charge a minimum of **€ 45,00** inspection costs.
- Repairs (including repairs required for calibration certificates at standard cost) will, without further correspondence, automatically be processed to a maximum of **€ 125,00** (excluding transport and certification costs).
- Multiple instruments sent, will be returned together. If you wish separate shipments please indicate.
- Please pack the instrument in a strong box with proper means of protection, mark the outside of the box with "REP" and include this form within the parcel.

I have read and agree to the terms stated above

You can send the completed form and the instrument to:

**TQC Sheen, Att. to: Service Department, Molenbaan 19, 2908LL CAPELLE AAN DEN IJSSEL, THE NETHERLANDS**