

## ***RMA Form Instructions***

1. RMA request form must be filled out completely.
2. RMA number must be obtained prior to shipment of repair.
3. RMA number must be visible on outside of package.
4. RMA request form must accompany unit for repair.
5. Copy of purchase order (if applicable) must accompany unit in shipment.
6. Purchase order must be made out to: "Gamma Scientific Inc. dba UDT Instruments."
7. Standard turn around time is 30 days. Expedited services are available for an additional fee, depending on lab availability.

### **SHIP TO ADDRESS:**

UDT INSTRUMENTS  
8581 Aero Drive  
San Diego, CA 92123  
Attn: "RMA Number"

**\* PLEASE BE ADVISED THAT FAILURE TO COMPLY WITH THESE PROCEDURES  
MAY RESULT IN REJECTION AND RETURN OF SHIPMENT. \***

Thank you for your cooperation.

# UDT INSTRUMENTS RMA FORM

8581 Aero Drive • San Diego, CA 92123 • Phone (858) 279-8035 • Fax (858) 576-9286

http://www.udtinstruments.com

**RMA REQUEST DATE** \_\_\_\_\_ **RMA NUMBER** \_\_\_\_\_ (assigned by UDT)

Please check appropriate box:  **CALIBRATION**   **REPAIR**   **WARRANTY**

<b>BILL TO:</b>		<b>SHIP TO:</b>	
ATTN:		ATTN:	
Street Address		Street Address	
City	State	Postal Code	Country
E-Mail Address		Preferred Payment: <input type="checkbox"/> Visa <input type="checkbox"/> M/C <input type="checkbox"/> AMEX Credit Card #	
PHONE NUMBER	FAX NUMBER	NAME ON CREDIT CARD/EXP DATE /	PO #
<i>Please provide <b>your shipping carrier, preferred method of shipment and shipping carrier account #</b></i> <input type="checkbox"/> FEDEX <input type="checkbox"/> UPS <input type="checkbox"/> DHL <input type="checkbox"/> Other _____ Shipping Carrier Account # _____ Method of Shipment (eg. Overnight, Next Day, 2 <sup>nd</sup> Day, 3 <sup>rd</sup> Day, Red, Blue, Orange, Ground) _____			

QTY	INSTRUMENT DESCRIPTION	INST. SERIAL #	SENSOR DESCRIPTION	SENSOR SERIAL #
<b>Electrical Calibration of all meters (REQUIRED)</b>				
<b>DETAILED CALIBRATION INSTRUCTIONS</b>				

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<b>DETAILED CALIBRATION INSTRUCTIONS</b>				

**TOTAL ESTIMATE:** \_\_\_\_\_ US Dollars (lead time is 30 days)

A \$10 handling fee applies to all orders under \$500. A \$25 handling fee applies to orders over \$500.

If the unit is in need of repair, an evaluation fee of \$200.00 will apply. If the cost of the repair exceeds the evaluation fee, the customer will be notified for approval BEFORE any work is performed.

\_\_\_\_\_  
**Susan Xanten** Customer Approval Date  
[susan@udtinstruments.com](mailto:susan@udtinstruments.com)

**We would PREFER to use your shipping carrier when sending back your unit(s).**

Otherwise, all orders will be shipped UPS Ground Pre-Paid and this fee will be added to the invoice unless specified otherwise in the shipping carrier box above.

**\*RMA Numbers (upon issue from UDT Instruments) are valid for 60 calendar days!**