

RETURN MATERIAL AUTHORIZATION (RMA)



 The Source for Calibration Professionals

Isotech does not require an RMA, yet completion of this form can significantly speed up the returns process.

- FOR REPAIR or (RE)CALIBRATIONS**

Complete the RMA form entirely and e-mail it along with your shipment tracking to Isotech – sales@isotechna.com
Print two copies, return one with your equipment and keep on for your records

Your Details	
Company:	Contact Name:
Address:	Shipment and tracking Info:
City / State / Postal Code:	Tel:
Country:	E-mail address:

Equipment to be returned				
Qty	Product/Equipment	Reason for return - Fault / (Re)calibration	Serial Number	Declared Value

Additional information /please advise	
Order Reference (Your PO):	
Quotation reference:	
As per correspondence /e-mail with:	

Packaging:

Use original packing where possible. If not available please arrange for the equipment to be carefully packed in a suitable box for transportation. Isotech cannot be liable for any damage caused or missing items due to inadequate packaging.

*****Rule of Thumb: The cost of any necessary repair will be significantly more than a bigger box and adequate packing *****

Transportation:

For all Domestic / Overseas returns, unless otherwise agreed in advance all freight costs inbound/outbound is to be covered by the customer, this includes any import clearance charges/administration fees if applicable.

Insurance:

For all Domestic / Overseas returns, unless otherwise agreed in advance insurance inbound/outbound is to be covered by the customer. Please ensure that you declare a true value in the event of an insurance claim.

Return delivery address:

Please arrange for the items to be marked to the following address

Isotech North America, Inc
158 Brentwood Drive, Unit #4
Colchester, VT 05446
Tel: +1 (802) 863 8050
E-mail: sales@isotechna.com