



MEASURE
EXCELLENCE.
PERFORM
BETTER.

5636 Burbank Crescent SE
Calgary, AB, T2H 1Z6
Tel: 403-252-8803

1080 Clay Avenue, Unit 4
Burlington, ON, L7L 0A1
Tel: 905-812-3993

164 Newbold Court
London, ON, N6E 1Z7
Tel: 519-668-7030

REPAIR AUTHORIZATION FORM

RMA

Company Name: _____

Contact Name: _____

Contact Email: _____

Phone Number: _____

Purchase Order: _____

(Or other agreed invoicing arrangements)

Courier & Account #:

Customer's Ship to Address:

(If bill to and ship to are same, check here)

Customer's Bill to Address:

REPAIR POLICY

1. Authorization of the minimum charge is required for starting the RMA process on repairs; charges will be incurred for equipment outside of warranty and/or equipment damaged through improper handling or installation. The order may be amended once the evaluation of the equipment is completed.
2. Electronic equipment is ESD sensitive and should be handled with care. Electronic equipment being returned for evaluation and/or repair should be packed in appropriate anti-static packaging for protection during transport.
3. Warranty claims are always subject to validation in Westech Industrial Ltd's and/or the manufacturer's service shop.
4. Charges will apply for equipment within warranty period that is submitted for investigation or repair and receives a 'No Fault Found' result after evaluation.
5. The packaging for equipment to be evaluated or repaired must clearly indicate the RMA number, and a copy of this Repair Authorization Form is to be included with the shipment.
6. All Equipment must be Shipped prepaid; Collect shipments will not be accepted.

EQUIPMENT TO BE SERVICED: *(Must include all items being sent in)*

MODEL NUMBER	SERIAL NUMBER	DESCRIPTION OF PROBLEM	Action if equipment is unrepairable:	
			Discard	Return

For orders over \$1000.00, customer signatures on this Repair Authorization Form or written acceptance of the order confirmation by the customer will be required.

Customer Name: _____

(Optional)

Signature: _____

(Optional)

Date: _____

(Optional)



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REPAIR AUTHORIZATION FORM

The following policies apply to loaner, rental and advanced replacement equipment:
Before a loaner, rental or advanced replacement will be issued, customer signatures on this Repair Authorization Form or written acceptance of the order confirmation by the customer will be required.

LOANER POLICY:

- 1) A purchase order covering the full cost of the loaner unit(s) is required.
- 2) The cost of the loaner equipment is one-time fee of \$ _____ plus applicable taxes if the unit being submitted for repair/investigation does not meet warranty criteria.
- 3) For warranty repairs, loaner fees will be voided.
- 4) If additional repair charges are applicable, an estimate will be provided.
- 5) The suspected faulty equipment must be shipped to Westech Industrial Ltd. within 14 days of the customer receiving the loaner. An estimate of delivery needs must be provided to Westech Industrial Ltd.
- 6) Once the customer unit has been repaired and returned, the loaner must be returned to Westech Industrial Ltd. within 14 days. Westech Industrial Ltd. must be notified within 72 hours if the return of the loaner equipment needs to be delayed; Delays must be due to a well-founded reason. An estimate of delivery needs must be provided to Westech Industrial Ltd.
- 7) Failure to comply with paragraphs 5) and 6) under the present loaner policy, will result in the loaner being charged at full price.
- 8) Additional repair charges may apply if the returned loaner equipment is deemed defective after testing. All loaner equipment is being shipped to customer in good working condition.

RENTAL POLICY:

- 1) A purchase order covering the full cost of the rental equipment is required.
- 2) The specific period for usage of rental equipment should be listed below and will be charged at a rate of \$ _____ per day, beginning with the day that the equipment is delivered to the customer by the courier and concluding on the date that the equipment is picked up by courier from the customer.
- 3) In order to avoid additional charges once the duration of rental usage has expired, all rental equipment must be returned immediately to Westech Industrial Ltd.
- 4) If rental equipment usage goes beyond the period stated upon rental agreement, additional charges will apply.

ADVANCED REPLACEMENTS POLICY:

- 1) Advanced replacement equipment can be made available upon request in the event of out of box equipment failure on installation. Prior to requesting an advanced replacement, the customer is highly encouraged to contact Westech Industrial Ltd's 24/7 service phone support to discuss the failure.
- 2) A purchase order covering the full cost of the advanced replacement equipment is required before the equipment can be shipped.
- 3) Charges may be incurred against the purchase order provided if the suspected faulty equipment is not shipped to Westech Industrial Ltd. within 14 days of customer receiving the advanced replacement(s).
- 4) Charges will not apply if the customer's equipment is validated as eligible for warranty replacement.
- 5) If the customer's equipment is not eligible for warranty replacement, the client will be charged the cost of the advanced replacement equipment and additional repair costs of the faulty equipment.

Note: All prices and costs referenced are subjected to revision and change.

EQUIPMENT OUT ON LOAN, ADVANCED REPLACEMENT OR RENTED OUT:

MODEL NUMBER	SERIAL NUMBER	DATE SHIPPED OR RENTAL PERIOD

Return the product to Westech Industrial Ltd. with the RMA number clearly marked on the outside of the box and enclose a copy of this Repair Authorization Form. All Equipment **MUST be shipped prepaid. Collect shipments will **NOT** be accepted.**

Customer Name: _____ Signature: _____ Date: _____