



RETURN MATERIAL AUTHORIZATION FORM

RMA #	
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INSTRUCTIONS FOR RETURNS

The RMA number above authorizes you to return items to our facility. Please complete this form and return it with your shipment. There is a \$150 evaluation charge per unit. This evaluation charge will be waived only if the unit(s) is recalibrated, repaired, replaced or under warranty. Cooper Instruments will not proceed with any work until authorized by the customer.

A purchase order for a minimum of \$150, included with the returned materials, is required for evaluation, and will expedite the turn-around of serviced equipment. It is recommended to include authorization on the purchase order for Cooper Instruments to proceed with any repairs, as long as they do not exceed 50% of the replacement cost of the returned item(s). Cooper Instruments will provide a price quotation or replacement recommendation for any item whose repair costs would exceed 50% of replacement cost, or any item that is beyond economic repair. For routine calibration services, the Purchase Order should include authorization to proceed and return at current pricing, which can be obtained from a Cooper service representative.

Your Company Name		
Contact Name/Phone		
Send ReCal Reminder	Email Address:	
Ship To Address		
Billing Address		
PO # (see above)	Authorized Price	
Authorizing Signature:		
RETURN SHIPPING INSTRUCTIONS: Cooper Instruments Will Default Ship <u>UPS/Ground Service, Prepay and Add</u> Unless Otherwise Specified	Specify other Ship Method	I.E. Overnight, 2 Day, 3 Day, FedEx Etc.
Account # for freight collect shipments:	Account #	

MODEL NUMBER OF ITEMS BEING RETURNED:					
1.	SN:				
2.	SN:				
3.	SN:				
4.	SN:				
5.	SN:				
6.	SN:				
REASON FOR RETURN:					
All items in BOLD are our defaults and will be performed unless otherwise selected					
<input type="checkbox"/> RECAL ONLY		<input type="checkbox"/> REPAIR ONLY		<input type="checkbox"/> REPAIR AND RECAL	
<input type="checkbox"/> OTHER					
DESCRIBE PROBLEM or SPECIAL INSTRUCTIONS:					
RECAL PROCEDURE DETAILS: If the below instructions are not selected, the options in bold will be the default.					
POINTS:	<input type="checkbox"/> Standard 3 point, 1 run 0% - 50% - 100%	<input type="checkbox"/> 5 point, 1 run in ascension 20% increments	<input type="checkbox"/> 5 point, 1 run 0%-50%-100%-50%-0%	<input type="checkbox"/> 11 point, 1 run. In ascension. 10% increments	<input type="checkbox"/> 2 nd run for repeatability performance (additional charges will apply)
	<input type="checkbox"/> TENSION/CW ONLY		<input type="checkbox"/> COMPRESSION ONLY		<input type="checkbox"/> TENSION & COMPRESSION
Direction Priority: <input type="checkbox"/> TENSION/CW (CW) or <input type="checkbox"/> COMPRESSION (CCW). Due to some indicator only providing a 2 point calibration option, the decision must be mad which direction to be the primary.					
+ OR – IN Tension:			Engineering Units: LBF or in-Lbf		

THE FOLLOWING QUESTIONS MUST BE ANSWERED:

Have any of the units being returned been exposed to radiation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have any of the units being returned been exposed to hazardous chemicals or potentially infectious materials?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have all of the exposed units being returned been cleaned of any infectious materials?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

PLEASE SHIP ALL RETURNS TO:

Cooper Instruments & Systems
6799 Kennedy Rd, Unit B
Warrenton, VA 20187
PHONE: 540-349-4746

REPAIR WARRANTY – See our Terms and Conditions:

<http://www.cooperinstruments.com/terms-and-conditions/>

All repairs of Cooper products are warranted for a period of 90 days. This warranty applies to only those items which were found defective and repaired; it does not apply to products in which no defect was found and returned as is or merely recalibrated. Out-of-warranty products may not be capable of being returned to the exact original specifications or dimensions.

ANNOUNCING our new **Premier Multi-Year** Calibration Services.

This will reduce the time and lost productivity of managing your yearly calibration schedule!
Let us take the hassle and guess work out of your calibration management process!

Cooper Instruments and Systems will handle the process of your **Yearly Force and Pressure Calibration** needs! This new service agreement is now available to our customers. This highly **convenient Service Agreement** takes the guess work out of your calibration schedule allowing your company to maintain your internal quality standards.

BENEFITS TO YOUR COMPANY

- **Priority Expert technical support** by email or phone
- Lock in **pricing. No increases or changes** during the life of your contract
- Ensure **Proper quality Controls** are met and maintained prior to unexpected Audits
- **On time delivery** of all orders with your calibration schedule
- **Special discount pricing** for new equipment on all 3 year service contracts
- Priority handling on all your orders
- **Monitor & Manage** your Multi-Year Calibration Schedule with automated notifications
- Calibrations are done on our **state of the art Calibration equipment**
- An additional **2 month warranty**, on calibration services
- **Convenience Access** to your equipment's **historical calibration data**
- **Verification in your measurement accuracy**
- All in-house calibrations are **NIST** Traceable. We offer 17025 and ASTM E74 calibration services through our partner network

Inquire **today** about our **1, 2, and 3 year Service Contracts**

We can also **customize** any of our Service Contracts based on your company's needs.

Call our sales department **today** to discuss the **benefits** of these **new service contracts** for your company's Calibration Management.

CALL OR EMAIL US NOW!

(540) 349-4746

1-800-344-3921

Sales@cooperinstruments.com

Document Revision History

Revision	Author	DATE	Status and Description
9	Rex Cooper	6/27/2018	Added revision history page Update calibration service options