

RETURN MATERIAL AUTHORISATION (RMA) REQUEST



✓ The Source for Calibration Professionals

Isotech operates an authorised returns procedure to speed up the returns process. Please note that any returned equipment not displaying a valid RMA may be rejected and returned at senders cost.

- FOR REPAIR** - Contact Isotech for an RMA Number
 Complete the RMA request form in its entirety and e-mail to Isotech – info@isotech.co.uk
 On receipt of your completed form you will be issued with an RMA Authorisation Number.
 An RMA number only authorises the return and is not confirmation of warranty status.
 Warranty status can only be determined after examination.
- FOR PRE QUOTED (RE)CALIBRATIONS** - an RMA number is not required
 Complete the RMA request form in its entirety ensuring quotation reference is provided and include RMA form with the shipment
- FOR EQUIPMENT RETURNED FOR CREDIT** - Contact Isotech for an RMA Number
 Complete the RMA request form in its entirety and e-mail to Isotech – info@isotech.co.uk
 On receipt of your completed form you will be issued with an RMA Authorisation Number.

Your Details

Company:	Contact Name:
Address:	Date of Request:
Town:	Tel:
Post Code:	E-mail address:
Country:	

Equipment to be returned

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

Additional information /please advise

Order Reference:	
Quotation reference:	
As per correspondence /e-mail with:	

Isotech Authorisation Details

Authorisation Number	Date of Authorisation/Assignment	Authorised by
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Internal Use

ITL Number/Credit Note Number	Date Equipment Received / RMA Transfer to ITL File	Copy to ITL File
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Isothermal Technology Limited Pine Grove, Southport, Merseyside PR9 9AG England
 Telephone: +44 (0)1704 543830/544611 Fax: +44 (0)1704 544799 Email: info@isotech.co.uk Website: www.isotech.co.uk

Directors: J. P. Tavener C.Eng., MSc., M.I.E.E., I. F. Tavener, W. H. Reck **Company Registration No:** 1530620

RETURN MATERIAL AUTHORISATION (RMA)

Shipping Instructions/RMA Terms

Packaging:

Use original packing where possible. If not available please arrange for the equipment to be carefully packed in a suitable box for transportation.

The RMA must be clearly visible on the outside of the packaging.

Isothermal Technology Limited cannot be liable for any damage caused or missing items due to inadequate packaging.

Transportation:

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

For Overseas returns outside the EC, providing the return paperwork clearly shows the reason for return and Isotech is pre-notified of the shipping details by the forwarder on arrival for custom clearance instructions no VAT or duty will be payable in the UK.

BTN/ tariff number -9031 80 98

Insurance:

For all UK/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 paperwork requirement/equipment for repair and/or (re)calibration

- A Purchase order is required showing an order number, re-delivery address etc. It must clearly show the full description of the item being returned along with the unit serial number for identification purposes, the reason for its return, RMA number or Quotation number whichever is applicable
- Completed authorised RMA Form

Return paperwork requirement/ equipment returned for credit

- Any equipment returned for credit must be agreed in advanced.
- A returns note will be required showing the original order and ITL reference. It must clearly show the full description of the item being returned along with the equipment serial number for identification purposes, the reason for its return and the RMA number
- Completed authorised RMA Form

Return delivery address:

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

Isothermal Technology Limited

42a St. Lukes Road

Southport

PR9 9AP

England

Tel: +44 (0) 1704 543830

E-mail: info@isotech.co.uk

Costs - Investigation/equipment returned for repair:

On receipt of the equipment it will be fully examined and inspected to ascertain the reason for the fault and a repair report will be issued. Acceptance of these charges will be required before any work is carried out.

Non-acceptance of repair will incur a standard inspection/investigation fee plus return packing and carriage charges.

Should it be established that this is a warranty claim issue no repair charges will be applicable.

Costs - Investigation/equipment returned for credit:

On receipt of the equipment it will be fully examined to determine its condition.

Should it be established that the equipment requires any corrective repair work, the repair costs will apply.

A re-stocking fee applies, packing and carriage is not refundable.

A credit note is issued against the original shipping invoice for returned equipment only.

General Disclaimer:

Warranty status can only be determined after examination, the RMA only authorises the return and not confirmation of warranty status.

Isothermal Technology Limited cannot be liable for any damage caused in transit due to inadequate packaging.

RMA Closing Procedure: Should the requested equipment not be received within thirty (30) days of the RMA assignment date, the RMA will be considered closed. Only the specific equipment as listed on the RMA will be accepted.

After return shipment of the repaired equipment the RMA will be closed.