



Avcom of Virginia, Inc.

RMA#:

MODEL#:

SERIAL#:

COMPANY NAME:

CUSTOMER CONTACT:

PHONE NUMBER:

EMAIL:

RETURN SHIPPING ADDRESS:

Customer is responsible for return Shipping
SHIPPING METHODS (If non-warranty repair) :

Freight Carrier Company Name:

Freight Company Account #:

Add to invoice Use my FedEx or UPS account

REASON FOR RETURN:

We DO NOT extend terms for repairs

Please mark outside of box with RMA number

Attention International Customers:
Please mark your paperwork as...
"REPAIR PARTS WARRANTY REPAIR"

Return Material Authorization (RMA) Form

Please fill in this form and return via email to rma@avcomofva.com and print and send with unit.

Please do not return your accessory kit. Return unit only, unless you believe one of the accessories are preventing the unit from functioning properly.

Disposition is determined by Avcom. All new units come with a one-year warranty. If the status of your warranty is in question, please inquire as to whether it is going to qualify as a warranty repair. The repair costs and return shipping are included with all warranty repairs.

If your analyzer is no longer in warranty or needs calibration, you will assume the repair/calibration costs as well as return shipping costs. Once the repair is completed, we will call for payment. For faster shipment, please include your shipping account information or means of shipping in the space provided. We have a flat rate of \$25 per unit for shipments inside the U.S. added to your invoice. Please make arrangements for shipments outside if the U.S.

Please allow a few weeks for completion of your repair.

Ship to: **Avcom**
7729 Pocoshock Way
Richmond, VA 23235

Repair Prices as follows:

Calibration only (all models except RCTV-5000): \$325.00

Calibration (RCTV-5000): \$695.00

Repair (parts, labor, calibration): \$795.00