



Of Virginia Inc.

**Return Material Authorization (RMA) Form**

*Please fill out this form and return via email to*

*[rma@avcomofva.com](mailto:rma@avcomofva.com) and print and send with unit.*

**RMA#:**

**MODEL:**

**SERIAL:**

**CUSTOMER NAME:**

**CUSTOMER CONTACT:**

**PHONE NUMBER:**

**EMAIL:**

**RETURN SHIPPING ADDRESS:**

SHIPPING METHODS (If non-warranty repair) :

- Add to Invoice
- Use my shipping account #

(Shipping Account #) :  
(Provider) :

REASON FOR RETURN:

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

Whether or not a unit is still in warranty is up to our discretion. 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**

Typical Repair Time 3-4 weeks

**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**