



Calibration & Service Order Return Form

CUSTOMER SATISFACTION • TECHNICAL INNOVATION

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❖ **Please fill out All lines:** Orders that arrive without this form or the required info will be rejected & held pending proper paperwork. If there is no response after 3 attempts the product will be returned at customer's expense. **Please send this form with units and put on the OUTSIDE of the shipping container.**

❖ **Please note:** All non-warranty returns or items in warranty deemed to be customer fault, will have an evaluation fee. If you decide you do not want an item repaired or the return is deemed beyond repair the evaluation fee will apply.

CONTACT NAME: _____ COMPANY: _____ EMAIL ADDRESS: _____

PHONE NUMBER: _____ FAX NUMBER: _____ DATE SHIPPED TO US _____

IF PO: A PURCHASE ORDER & NOT TO EXCEED AMOUNT IS REQUIRED:	IF CREDIT CARD: CARD: EXP. DATE / CARDHOLDER (OPTIONAL: CONTACT SERVICE DEPT. WITH CC INFO):
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MODEL / PART # AND QTY: _____ SERIAL NUMBER/S: _____

Standard time (2-3 weeks) 5-7days Expedite (1-3 days – Not applicable on Failure Analysis Units) \$100 fee added to the order
Please note: The Expedite fee is waived if unit is confirmed as a defect and is within the warranty period.

- Calibration Only
- Standard repair (no Failure analysis required).
- Informal Verbal analysis only
- Written Failure analysis required **Please note:** Orders that require written analysis have a longer lead time due to the amount of testing done

***Reason for return:** Please provide us with a detailed description of the failure with as much info as is possible so we can evaluate your units for repair. Please note: If order is for calibration only, please let us know if you have any special requirements.

***Any product that has been used with Hazardous Materials (any material other than inert gas) must be 100% purged and must be accompanied by a MSDS sheet.**
Product must be **bagged, sealed, and tagged** accordingly and the paperwork **MUST** be on the outside of the shipping container. Setra will not accept delivery of any product exposed to chemicals or biological process without written evidence of decontamination or laboratory analysis and proof the biological process is not harmful.
Setra will not, under any circumstances accept product exposed to radioactive materials or asbestos and due to the potential of cross contamination can not accept product that has been used on semiconductor copper processing.
**** We require that this form be emailed to the service dept. prior to the shipment for any products subjected to hazardous chemical ** All US regulations should be followed when shipping parts to Setra.**

Hazardous chemicals: **Y / N (circle one)** If no, please print your name here _____
List of Chemicals used: _____
Has unit been purged? Yes No Purged with what? _____
Has unit been flushed? Yes No Flushed with what? _____
Has unit been decontaminated? Yes Explain Process _____

*Billing address: _____ *Shipping address: _____

Method of Shipment: _____ PPD: _____ Collect: _____ Account # _____

- ❖ **Please remove all fittings and power cords before returning parts for service. We are not responsible for lost cords or fittings.**
- ❖ Scale orders should be returned to us with the pan and power cord.