



RMA Number \_\_\_\_\_

Questions: 312.666.0595 X 206 or service@jlwinstruments.com

► **Note:** Instruments received requiring repair are subject to a return fee if both service and replacement are declined.

### Contact Information

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Phone \_\_\_\_\_  
Email \_\_\_\_\_

### Bill To

Company \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_

### Ship To Attn

Company \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_

### Payment Method (Complete either PO or credit card information)

PO# \_\_\_\_\_ - or -  
Card Number \_\_\_\_\_ Card Type  Visa  MasterCard  AmEx Exp Date \_\_\_\_\_  
Name on Card \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_  
Card Billing Address \_\_\_\_\_ Zip \_\_\_\_\_

### Type of Service

▼ **Decision Rule:** Measurement uncertainty not included in the compliance statement, unless requested.

Calibration  NIST traceable - or -  ISO 17025 with uncertainty & data Method  JLW recommendation - or -  Customer's own

Calibration interval 12 months unless specified here: \_\_\_\_\_

Special Instructions: \_\_\_\_\_

Repair Explain Problem: \_\_\_\_\_

Other Please Describe: \_\_\_\_\_

### Turn Around Time

Standard  Expedited (a 30% or \$85 premium, whichever is greater, will be applied. Call for availability; subject to laboratory schedule.)

### Preferred Shipping Method

Prepay and Add  UPS collect Account: \_\_\_\_\_  FedEx Collect Account: \_\_\_\_\_

### Customer Authorization to Proceed (Service will NOT proceed without completed authorization)

Finish service as long as repair cost does not exceed 1/3 replacement cost or \$ \_\_\_\_\_

Interrupt the service, develop new estimate, and request authorization to proceed. (May result in delayed completion of service)



Once you receive your RMA number, cut out the label to the right and use it to ship us your instrument. **YOU MUST INCLUDE AN RMA NUMBER.** If you don't have an RMA number, contact us at 312.666.0595 X 206 or service@jlwinstruments.com.

RMA Number \_\_\_\_\_

SHIP TO: JLW Instruments  
14 N. Peoria St.,  
Suite B-101  
Chicago, IL 60607