



Of Virginia Inc.

Return Material Authorization (RMA) Form

Please fill out this form and return via email to

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:

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

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**