

SERVICE ORDER (RMA)

INSTRUCTIONS AND TERMS & CONDITIONS

EVALUATIONS/INSPECTIONS - \$200.00 Fee

1. Customer must obtain a SERVICE ORDER (RMA) NUMBER prior to shipping instruments to THE FREDERICKS COMPANY/TELEVAC.
2. A completed SERVICE ORDER (RMA) form must accompany shipment. The SERVICE ORDER (RMA) NUMBER must appear on the outside of the box and on all documentation including the purchase order.
3. A purchase order or credit card must be provided at the time a SERVICE ORDER (RMA) NUMBER is obtained from THE FREDERICKS COMPANY/TELEVAC.
4. A fee of \$200.00 will apply to all evaluations/inspections. This fee is waived only when other services such as calibrations and/or repairs are contracted.

CALIBRATION SERVICES – Pricing depends on instrument configuration. Please ask THE FREDERICKS COMPANY/TELEVAC for pricing information or a quote for Calibration Services.

NOTE: PRICES QUOTED DO NOT INCLUDE REPAIRS/REPLACEMENT PARTS

5. Customer must obtain a SERVICE ORDER (RMA) NUMBER prior to shipping instruments to THE FREDERICKS COMPANY/TELEVAC.
6. The SERVICE ORDER (RMA) NUMBER must appear on the outside of the box and on all documentation including the purchase order.
7. A purchase order or credit card must be provided at the time a SERVICE ORDER (RMA) NUMBER is obtained from THE FREDERICKS COMPANY/TELEVAC.
8. SERVICE ORDER (RMA) form with purchase orders containing set/quoted prices for NIST or standard calibrations will be processed without additional prior authorization. The purchase order will serve as a pre-authorized order to proceed with services rendered.
9. Customer to specify type of calibration required at the time SERVICE ORDERS (RMA) is placed.
10. For NIST calibrations, customer must provide all sensors and cables with the instrument. Otherwise, NIST calibration cannot be performed. If sensors and cables are not provided, customer will be responsible to purchase the required items in order to complete the calibration traceable to NIST.
11. THE FREDERICKS COMPANY/TELEVAC will seek authorization from customer for additional repair services and/or replacement parts such as sensors and cables in order to meet calibration requirements.

REPAIR SERVICES – Repair pricing information is not available until an Evaluation or Inspection is done at the time the instrument has been received.

12. Customer must obtain a SERVICE ORDER (RMA) NUMBER prior to shipping instruments to THE FREDERICKS COMPANY/TELEVAC.
13. The SERVICE ORDER (RMA) NUMBER must appear on the outside of the box and on all documentation including the Purchase Order
14. A purchase order or credit card must be provided at the time a SERVICE ORDER (RMA) NUMBER is obtained from THE FREDERICKS COMPANY/TELEVAC.
15. Customer must specify, at the time SERVICE ORDER (RMA) is placed, if only an Evaluation is to be performed prior to proceeding with repairs. Evaluation fees will apply. See EVALUATIONS/INSPECTIONS.
16. THE FREDERICKS COMPANY/TELEVAC will seek cost authorization from customer in order to proceed with repairs.
17. In some instances, repairs will be done at the time inspections are finished.

NOTIFICATIONS

- Items shipped without a SERVICE ORDER (RMA) will be returned at customer's expense without notice. THE FREDERICKS COMPANY/TELEVAC reserves the right to reject any material not deemed to be safe.
- The SERVICE ORDER FORM must accompany your material.
- When inquiring about your instruments, please provide the SERVICE ORDER (RMA) NUMBER.
- THE FREDERICKS COMPANY/TELEVAC is not responsible for instruments damaged during shipping from/to factory. However, when items received are damaged, THE FREDERICKS COMPANY/TELEVAC immediately notifies customer of said damage and provides images as proof whenever possible.
- SERVICE ORDER (RMA) Warranty is effective for a period of 90 days after services have been provided and shipped.
- SERVICE ORDERS (RMA) are processed as received on a first-come, first-serve basis. However, certain circumstances may delay services. Your patience and cooperation is greatly appreciated.
- Turn-around time for SERVICE ORDERS (RMA) is typically 2 to 3 weeks. However, delays may occur due to holidays or emergency situations.

SHIPPING INSTRUCTIONS

When shipping to THE FREDERICKS COMPANY/TELEVAC, the SERVICE ORDER (RMA) NUMBER must appear on the outside of the box, on the purchase order, and on all other documentation.

SHIP TO:

THE FREDERICKS COMPANY/TELEVAC
SERVICE ORDER # _____
2400 PHILMONT AVE.
HUNTINGDON VALLEY, PA 19006

July 16, 2018