

RS Technical Services, Inc.
1327 Clegg Street
Petaluma, CA 94954

RST Kentucky
292 Midland Trail
Mount Sterling, KY 40353

Date: _____

Check for old parts to be returned
 PO# _____

Customer Service
800-767-1974
Fax 707-769-8806

Main Line
859-499-0122
Fax 859-499-0230

MRA #

CLEAN EQUIPMENT PRIOR TO SENDING IN FOR REPAIR OR THERE WILL BE AN \$85.00 CLEANING FEE

SHIP OR WILL CALL (If not specified, RST will automatically ship completed repair)

Customer Return Name and Address:

Bill To / Distributor:

RETURN EMAIL:
Receive shipment status notifications during transit!

Name: _____

Phone: _____

E-Mail: _____

RST will complete all repairs necessary to bring equipment up to factory standards unless otherwise instructed by you.

Repair to specified instructions **only!** (Please describe below)

Repairs Only

Estimate Required if Over \$ _____
Estimates no longer available for less than \$300
Estimate needs approval within 10 Days
3 Days if you have a Loaner
Approval Contact Name: _____
Approval Phone Number: _____

Expedite - **NOT AVAILABLE FOR ESTIMATES**

Serial #: _____

Equip Description: _____

Briefly Describe Reason for Repair / Special instructions:

Parts Return Only

Credit Invoice # _____ Replacement Other _____

Briefly Describe Reason for Parts Return / Special Instructions:

Items received without a completed MRA form **AND** MRA # will be delayed in handling and subject to a \$25.00 research fee.
15% Restocking Fee for all Returned Parts and Equipment.

Instructions

Old Parts Returned - Check this box if you want your old parts returned with repair.

MRA # - enter the number assigned to this return by RST.

Ship or Will Call - Check the appropriate box. If none specified, RST will **ship** the repair.

Customer Return Address - Enter appropriate address for return.

Bill To - Complete if your billing address is different than your shipping address or if you have a distributor.

Estimate Approval Contact - Person that has authority to approve estimates. Please include phone and fax.

Repair Information Contact - Person that has information regarding the problems and repair issues.

Return Authorized by - Enter the name of the RST employee approving this return. Always call before returning any item(s). Item(s) received without a MRA # and MRA form will be delayed in handling and subject to a \$25.00 research fee.

Repair to Factory Standards - RST will automatically repair your equipment to factory standards unless otherwise instructed by you. If you want specific item(s) repaired only, be sure to check box and describe in the section provided below.

Estimate Required if Over - No longer available for less than \$300.
Estimates may require an additional 48 hours to process.
Estimates need approval in 10 days or less, 3 days if you have a loaner.

Expedite - Fee will apply. Check the appropriate box. Expedite not available for estimates.

P.O. Required - If you issue P.O. numbers, check the required box. If you issue P.O. numbers before repair, enter the number here.

Credit Invoice - You must include an invoice number to receive a credit.

Replacement - Check box if part(s) need to be replaced.

Other - Note in space why item(s) is being returned.

Serial Number - A serial number is stamped on most RST units. If you are returning a part, use the serial number from the unit in which the part is used.

Model Number - Enter the RST Model # of the unit you are returning. If you do not know the model #, the authorizing person can help you or use the description line.

Description - Enter brief description of item(s) being returned.

Describe Reason for Return / Special Instructions - Give as much information as possible describing reason for returning the item(s). Describe specified instructions from section above as to why RST should not repair equipment to factory standards.

