



Service Request Form

TABER RMA# Issued: _____

For Office Use
Date Received: _____

| CONTACT INFORMATION: | |
|----------------------|---------|
| COMPANY NAME: | |
| CONTACT: | E-MAIL: |
| PHONE: | FAX: |

| BILL TO ADDRESS: | SHIP TO ADDRESS: |
|------------------|------------------|
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ITEM(S) TO BE RETURNED:

| Model / Part Number | Serial Number | Detailed Description & Reason For Service |
|---------------------|---------------|---|
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Note: For repairs, provide a detailed description of any problems or issues with your product. If necessary, use an additional sheet and include photographs or videos to help us trouble shoot the problem. All accessories essential to the product's operation should be returned with the unit.

Customer Signature: _____ Date: _____

- I authorize repairs up to a maximum of \$400 _____ (initial)
- I require "as received" and "after adjustment" measurements for an additional charge _____ (initial)

| REPAIR POLICY | WARRANTY REPAIRS & LIMITED WARRANTY |
|---|--|
| <p>Return Material Authorization (RMA) numbers must be obtained prior to shipping any item to Taber Industries. This number MUST be clearly marked on all packages and paperwork.</p> <p>Items returned to Taber should be returned in their original shipping packaging. In the event this material is not available, please contact Taber Industries for instructions on how to package your instrument. Taber Industries is not liable for damage caused during shipping. Shipment to Taber shall be at the customer's expense.</p> <p>Please ship your instrument <u>with a copy of this completed form</u> to:</p> <p>TABER Industries RMA# _____ 455 Bryant Street North Tonawanda, NY 14120</p> <p>If no prior authorization is received for repairs, Taber Industries will contact you after the product is evaluated and provide the estimated repair cost. A purchase order must be supplied before repair work will be scheduled. An evaluation fee (minimum \$75) shall be applied to each product deemed unrepairable or not approved to be repaired. If a replacement unit is purchased through Taber Industries, this evaluation fee will be waived.</p> | <p>Taber Industries warrants replacement parts against failure for 90 days following any repair. If problems related to the original repair recur during the warranty period, the part(s) will be repaired or replaced at Taber's expense.</p> <p>Taber Industries warrants that its products are free from defects in material and workmanship. This Limited Warranty shall be applicable for a period of one year from the date of initial shipment of any product. Taber will, at its option, repair or replace the defective product if Taber determines it is defective within the warranty period and if it is returned, freight prepaid, to Taber. Replacement parts will be shipped F.O.B. Taber's plant. Taber is not obligated to furnish service under this Limited Warranty: a) to repair damage resulting from attempts by personnel other than Taber representatives to install, repair, or service the product; b) to repair damage resulting from improper use or from connecting the product to incompatible equipment; or c) if personnel other than Taber representative, without Taber's prior permission, modify the product. <i>For a full copy of Taber's Limited Warranty, please contact the company.</i></p> |

Taber Industries, 455 Bryant Street, North Tonawanda, NY 14120

Tel: 716.694.4000 | Fax: 716.694.1450

Email: sales@TaberIndustries.com www.TaberIndustries.com

• • • Completed forms should be returned with your instrument or Fax to (716) 694-1450 • • •