



Return Material Authorization

TABER RMA# Issued: _____

Issued by: _____ Date: _____

For Office Use
Date Received: _____

CONTACT INFORMATION:	
COMPANY NAME:	CUSTOMER NUMBER:
CONTACT:	E-MAIL:
PHONE:	FAX:

BILL TO ADDRESS:	SHIP TO ADDRESS: (<input type="checkbox"/> Same as Billing Address)

ITEM(S) TO BE RETURNED: (attach any available supporting documentation)

Model / Part Number	Serial Number	Detailed Description & Reason For Service

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 troubleshoot the problem. All accessories essential to the product's operation should be returned with the unit.

Calibration is to factory requirements per the tolerances stated on the applicable certificate of calibration. A binary decision rule, utilizing simple acceptance and simple rejection criteria will be employed to determine conformance to factory requirements. For a complete Statement of Conformity, visit <https://www.taberindustries.com/repair-calibration>.

Customer Signature: _____ **Date:** _____

I authorize repairs up to a maximum of \$575 to be charged to the provided Purchase Order or credit card _____ (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 item(s) <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** • • •

IMPORTANT INSTRUCTIONS

Please review prior to returning your instrument

ALL Returns

- Items returned to Taber should be returned in their original shipping packaging** or carefully packed in a rugged container with adequate cushioning material on all sides.
- Complete and return a signed copy of the Return Material Authorization form with the shipment.
- Reference Return Authorization Number (RMA#) on all packaging.

Taber recommends all instruments are insured for replacement cost (equivalent to the price of a new instrument) for both inbound and outbound shipments.

Taber will provide a quotation for the estimated cost of repair, after the instrument has been inspected by our Technician. Repairs will not be completed until authorized by you and payment arrangements are confirmed.

International Returns – originating from outside the United States

- The inbound shipment to Taber must be door-to-door including destination charges and customs clearance. To avoid duty charges in the United States, a statement must be included on the commercial invoice that travels with the goods indicating that, **"Goods are 'Made in USA' being returned to original manufacturer for repair service."** H.S. Code for temporary repair imports is 9801.00.1012.
- Ship to Taber Industries via UPS, DHL, or FedEx courier service DDP (Delivered Duty Paid), North Tonawanda, NY.

When Taber ships the instrument back, the declared value for customs will only be the cost of repairs. Therefore, the insurance value will be much higher than the customs value.

Taber will provide a draft of the commercial invoice for approval prior to the return shipment so that you can notify us if you prefer to make other arrangements.

If you are uncertain of duty requirements and exemption procedures, please obtain advice from your carrier or your country's customs department before shipping goods back to Taber.

** Proper packaging is essential to prevent damage to your instrument during transport to Taber. Taber Industries is not liable for damage caused during shipping to Taber. Shipments to Taber shall be at the customer's expense.

In the event the original packing material is not available, please contact Taber Industries for instructions on how to package the instrument. A replacement shipping carton with molded foam can be purchased and shipped to the provided address in advance of return for a nominal fee. Contact Taber for additional information.

Packaging recommendations may also be found at
<https://www.taberindustries.com/content/documents/Taber%20Packaging%20Instructions.pdf>.