



# REPAIR AND SERVICE POLICY

For calibration or repair, please complete and enclose with instrument. *(Use a separate form for each instrument.)*

## BILLING ADDRESS

COMPANY NAME:

STREET/PO BOX:

CITY/STATE/ZIP:

CUSTOMER CONTACT NAME:

ITEM NAME:

YOUR PURCHASE ORDER #:

ACCOUNT # (IF KNOWN):

## SHIPPING ADDRESS

COMPANY NAME:

STREET/PO BOX:

CITY/STATE/ZIP:

PHONE:

FAX:

MODEL #:

TAXABLE     EXEMPT     NON-TAXABLE

### TO SPEED YOUR REPAIRS

If you do not require an estimate before repairs are made, then provide a Purchase Order number in the field below and indicate "Repair and return" as your choice below.<sup>3</sup>

### TO SAVE TIME

#### PLEASE CHECK ONE OF THESE ALTERNATIVES:

- Repair and return (PO # Required)
- Estimate required before repair
- Warranty claim (Invoice # required)
- Credit Card (we will call for number)
- Calibration Certificate Required

Authorized by: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

### DESCRIPTION OF PROBLEM/SPECIAL INSTRUCTIONS:

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### SHIPPING INSTRUCTIONS:

1. Ship U.P.S. or insured mail to:  
**Safety Today, Midwest Service Center**  
**8628 Mississippi Street, Merrillville, Indiana 46410**  
**Phone: 219-738-1819**
2. Requests for estimate of repair generally take as long as actual repairs and will be subject to a minimum service charge of \$47.50 if you decide not to proceed once an estimate has been provided. If the unit is to be returned, then the service charge will be \$95.00 plus shipping.
3. To improve turnaround time and eliminate the need for estimates, "If the cost to repair the unit does not exceed 60% of the replacement value and a Purchase Order is given, the unit will be repaired and returned unless estimate is requested".
4. MSC will contact you for disposition if the repair exceeds 60% replacement value. (See item #2 above)
5. Items sent for repair, which do not have a purchase order number or for which we are not able to receive your disposition within 60 days, will be subject to estimate fee and returned freight collect, or will be disposed of at MSC's discretion.
6. After repair, your unit is calibrated to original factory specifications and is warranted against defects for a full 90 days in addition to the full manufacturer warranty on replacement parts. Services such as re-calibration and/or disposable items are not warranted.
7. Repairing or altering of this article of equipment beyond the scope of maintenance instructions by service providers other than "Midwest Service Center" may void all warranties and approvals and could cause the product to fail to perform as designed. Persons who rely on this product for their safety could sustain severe bodily injury or death.