

SERVICE REQUEST FORM



Ship to: Casella Holdings Ltd.
 Attn: Service Dept
 Regent House, Wolseley Road
 Kempston, Bedfordshire MK42 7JY

Contact: Ph: +44 (0) 1234 844100
 Web: www.casellasolutions.com
 Email: rma@casellasolutions.com

REQUIRED: Billing/Shipping Information

Your Company Billing Information			Your Company Shipping Information (No PO Boxes)		
Company:			Company:		
Address:			Address:		
City:			City:		
State/Prov:	Postal Code:		State/Prov:	Postal Code:	
Country:			Country:		
Contact:			Contact:		
Phone/Fax:			Phone/Fax:		
Email:			Email:		

REQUIRED: Select Payment Method

We will pay via Purchase Order. Purchase Order #:

We will pay via Credit Card. We will supply instructions on how to securely provide your information.

*If necessary, you will be contacted after your system has been evaluated and told if your payment limit does not cover the price of the repairs needed. If you choose not to repair your equipment, you may be responsible for the evaluation fee and shipping charges.

REQUIRED: Select Return Shipping Method

Option 1: Use Collect Account Number: UPS FedEx Other: _____
 Account Number: _____

Option 2: Prepay & Add freight to Invoice – Shipments will be sent via Casella’s preferred carrier; UPS.

The customer is responsible for all shipping costs to Casella (INCOTERMS: DDP).

REQUIRED: Product Information

Item	Model #:	Serial #:	SR#*:
Service Type: <input type="checkbox"/> Calibration <input type="checkbox"/> Repair & Calibration			
Return Reason (Please be specific):			
Has this instrument been exposed to ANY HAZARDOUS MATERIALS ? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please contact Customer Service at +44 (0) 1234 844100 before sending the unit in for service.			
Are there any special contractual requirements that need to be followed for these units? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, explain:			
Service Price*:			

*TSI® will supply the notification number and price after the customer has submitted the form.

Return this form to rma@casellasolutions.com.

By checking the box, you certify that you are authorized by your organization to submit such request and hereby accept and agree that TSI’s Terms and Conditions shall apply to any service performed under this request.

See <http://www.tsi.com/Policies/>.

For any ISO/IEC 17025 accredited services ordered, please note that TSI® uses the following decision rule: The unit is found to have passed when the readings are within the specification limits of the device as presented as the allowable range stated with each measurement above. The customer shall assess the results and uncertainty in order to determine if the results meet their needs. Please download/erase any data stored on the unit prior to returning it to TSI. TSI is not responsible for any data stored on the device.

REQUIRED: Additional Product Information

Item	Model #:	Serial #:	SR#*:
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Service Type: Calibration Repair & Calibration

Return Reason (Please be specific):

Has this instrument been exposed to **ANY HAZARDOUS MATERIALS**? Yes No

If yes, please contact Customer Service at +44 (0) 1234 844100 before sending the unit in for service.

Are there any special contractual requirements that need to be followed for these units? Yes No

If yes, explain:

Service Price*:

Item	Model #:	Serial #:	SR#*:
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Service Type: Calibration Repair & Calibration

Return Reason (Please be specific):

Has this instrument been exposed to **ANY HAZARDOUS MATERIALS**? Yes No

If yes, please contact Customer Service at +44 (0) 1234 844100 before sending the unit in for service.

Are there any special contractual requirements that need to be followed for these units? Yes No

If yes, explain:

Service Price*:

Item	Model #:	Serial #:	SR#*:
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Service Type: Calibration Repair & Calibration

Return Reason (Please be specific):

Has this instrument been exposed to **ANY HAZARDOUS MATERIALS**? Yes No

If yes, please contact Customer Service at +44 (0) 1234 844100 before sending the unit in for service.

Are there any special contractual requirements that need to be followed for these units? Yes No

If yes, explain:

Service Price*:

*TSI® will supply the notification number and price after the customer has submitted the form.

Return this form to rma@casellasolutions.com.

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