

# SERVICE REQUEST FORM



Ship to: TSI Incorporated  
 Attn: Service Dept  
 500 Cardigan Rd  
 Shoreview, MN 55126 USA

Contact: Ph: 800-680-1220 or 651-490-2860  
 Fax: 651-490-2874  
 Web: [www.tsi.com](http://www.tsi.com)  
 Email: [servicerequest@tsi.com](mailto:servicerequest@tsi.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. TSI® 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: \_\_\_\_\_

Ground  3 Day  2nd Day  Overnight  Other: \_\_\_\_\_ Account Number: \_\_\_\_\_

Option 2:  Prepay & Add freight to Invoice – Shipments will be sent via TSI's preferred carrier; FedEx.

Ground  3 Day  2nd Day  Overnight  Other: \_\_\_\_\_

The customer is responsible for all shipping costs to the TSI® location (INCOTERMS: DDP).

## REQUIRED: Product Information

Item	Model #:	Serial #:	SR#:
Service Type: <input type="checkbox"/> Calibration <input type="checkbox"/> Repair & Calibration		FastTrak** (If available): <input type="checkbox"/> Yes <input type="checkbox"/> No	
Return Reason (Please be specific):			
Has this instrument been exposed to <b>ANY HAZARDOUS MATERIALS</b> ? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please contact Customer Service at 800-680-1220 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*:		FastTrak Price** (If available):	

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

\*\*FastTrak is TSI's expedite service. There is an additional fee of 20% based on the value of the requested service.

Return this form to [servicerequest@tsi.com](mailto:servicerequest@tsi.com) or fax to 651-490-2874.

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#:
Service Type: <input type="checkbox"/> Calibration <input type="checkbox"/> Repair & Calibration		FastTrak** (If available): <input type="checkbox"/> Yes <input type="checkbox"/> No	
Return Reason (Please be specific):			
Has this instrument been exposed to <b>ANY HAZARDOUS MATERIALS</b> ? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please contact Customer Service at 800-680-1220 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*:		FastTrak Price** (If available):	
Item	Model #:	Serial #:	SR#:
Service Type: <input type="checkbox"/> Calibration <input type="checkbox"/> Repair & Calibration		FastTrak** (If available): <input type="checkbox"/> Yes <input type="checkbox"/> No	
Return Reason (Please be specific):			
Has this instrument been exposed to <b>ANY HAZARDOUS MATERIALS</b> ? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please contact Customer Service at 800-680-1220 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*:		FastTrak Price** (If available):	
Item	Model #:	Serial #:	SR#:
Service Type: <input type="checkbox"/> Calibration <input type="checkbox"/> Repair & Calibration		FastTrak** (If available): <input type="checkbox"/> Yes <input type="checkbox"/> No	
Return Reason (Please be specific):			
Has this instrument been exposed to <b>ANY HAZARDOUS MATERIALS</b> ? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please contact Customer Service at 800-680-1220 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*:		FastTrak Price** (If available):	
Item	Model #:	Serial #:	SR#:
Service Type: <input type="checkbox"/> Calibration <input type="checkbox"/> Repair & Calibration		FastTrak** (If available): <input type="checkbox"/> Yes <input type="checkbox"/> No	
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Has this instrument been exposed to <b>ANY HAZARDOUS MATERIALS</b> ? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please contact Customer Service at 800-680-1220 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*:		FastTrak Price** (If available):	

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