



# Request for Return Materials Authorization (RMA)

## Keeping You Operational

We value your business, and to support your request for service at our Columbia, Maryland facility, we need the following information in order to issue an RMA (*please complete the form in its entirety*). Submit request to [RMA.BYK.Gardner.USA@altana.com](mailto:RMA.BYK.Gardner.USA@altana.com). For questions, please contact the service department at (800) 343-7721. If your instrument requires repair, you will be contacted with a quote for approval prior to *any* work being performed.

Model # of instrument or standard

Serial # of instrument or standard

Name of instrument or standard

Please check all appropriate grey boxes. Calibration interval is **required** for certifications. Our default is 1-year. Please note that certificate intervals cannot be changed once your instrument leaves our service department.

Calibration/Certification

Calibration Interval

(Required for certification – *note annual or please specify interval*)

Repair

I Need a Loaner

*\* Limited availability on select instruments; additional charge*

Please describe the reason for repair

### Ship-To Information

Company Name

Attention (Name)

Shipping Address

City

ST

Zip

### Bill-To Information (if different)

Company Name

Attention (Name)

Shipping Address

City

ST

Zip

### Primary Contact Person

Name

Title

Phone No

Email

### Secondary Contact Person

Name

Title

Phone No

Email

### Please provide a hard copy PO or credit card info to expedite the return of your instrument.

UPS/FedEx Number (handling fee to be added)

Payment Type

Purchase Order (please submit hard copy PO)

Credit Card (A representative will contact you to process your credit card payment)

*NOTE: A Service Admin will be in touch when the instrument is ready.*

Declined repairs or instruments found to be unrepairable are subject to an evaluation fee (of \$250 and return shipping).

If Tax Exempt, please forward us a copy of your Tax Exempt Certificate.