



# CTN Analytical

# Gas Analyzer Return Authorization Form

### PREPARATION INSTRUCTIONS

1. Fill out all areas of this sheet shaded in this color.
2. Email form without RMA number to service@ctnanalytical.com
3. An email with a RMA number will be provided to you as soon as possible but within one business day.
4. Insert the RMA number in the field below and proceed as described below under Shipping Instructions.

RMA Number:

Date:

### SHIPPING INSTRUCTIONS

1. Print the RMA # on the outside of the box.
2. Do not send external tubing or connectors with the analyzer.
3. Ship only one analyzer per box to prevent damage during shipping.
4. Include this RMA form in the box with the analyzer.
5. Ship FOB Destination freight prepaid to the CTN address listed below.

Return Analyzer To:	Shipping Address	Billing Address (if different from shipping address)
Return to: CTN Analytical	Company	Company
Street 6205 Hidden Valley Dr.	Street	Street
City/State/Zip Roanoke, VA 24018	City/State/Zip	City/State/Zip
Telephone 540-798-8761	Telephone	Telephone
Attention: Analyzer Service	Attention:	Buyer
	Email:	Email
		PO Number:

Analyzer Name	Model Number	Serial Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

### Reason for Analyzer Return:

The Customer can elect to have CTN Analytical pay for return shipping upon completion of repairs, or can choose to provide their own shipping carrier name, account number, and mode of shipping. If the customer chooses to provide their own carrier shipping, the CTN shipping and handling fees will be removed.

Return Shipping by CTN Analytical:	Customer Carrier Account Information			
Shipping Mode: <input type="checkbox"/> Pick one	Carrier Name:	<input type="text"/>		
Pre-paid Ground = \$85.00	Account Number:	<input type="text"/>		
Pre-paid Expedited = \$175.00	Type of Service:	<input type="checkbox"/> Standard Ground	<input type="checkbox"/> 2-Day	<input type="checkbox"/> Next Day Air

### REPAIR COSTS

1. An evaluation fee of \$450.00 will be charged for all analyzers sent in for repair.
2. The \$450.00 evaluation fee will be charged, plus shipping, for any analyzer returned without repair at the request of the customer.
3. The evaluation fee will apply, but there will be no charge for CTN disposal of any analyzer determined to be beyond repair.
4. Repairs will be performed at a rate of \$175.00 per labor hour, plus parts at Manufacturer's list price, plus shipping if involved.
5. After initial evaluation, an estimate will be provided for the repair cost. Repairs will NOT be initiated until approval is received from the customer.

### PAYMENT INFORMATION

1. Payment arrangements must be made before shipment of the analyzer to CTN Analytical for repair.
2. A Purchase Order (for approved accounts) must be submitted with the analyzer. If the repair estimate exceeds the value of the Purchase Order, a revision of the order will be required with the authorization to proceed with the repairs.
3. New customers will be required to provide adequate credit information, or must pay using a credit card.
4. All payment terms are Net-30. Future repair orders will require payment by credit card if payment terms are not met.