DET-TRONICS

DET-TRONICS RMA REQUEST FORM

NOTE:** ALL SECTIONS HIGHLIGHTED IN ORANGE MUST BE COMPLETED

Please send completed form to **RMA.det-tronics@carrier.com**
Contact Customer Service with any questions related to this request: 800.765-3473

Contact Information	**Request Type** (*choose one*)	**Quality Assessment** (*choose one*)
Request Date:	☐ Request for repair (*4 week standard lead time, PO required*)	If manufacturer evaluation indicates expired warranty (choose one):
Contact Name:	☐ Check if preferred payment method is credit card	☐ **Det-Tronics to scrap onsite** (*no charge*)
Email Address:	☐ Warranty Return (*if item cannot be repaired, check* one *below)*	☐ **Return as is** (*customer responsible for freight*)
Phone Number:	☐ Send Replacement ☐ Issue Credit	☐ **Repair and return** (*PO required within 7 days of repair quote or material will be scrapped on site*)
	☐ Return for credit (*subject to restocking fees*)	

Company Billing Address	**Material Shipping Address** (*if different*)	**End User Information** (*REQUIRED*)
Company Name:	Company Name:	Same as shipping address? ☐ Yes ☐ No
Street:	Street:	Company Name:
City, State, Zip:	City, State, Zip:	Street:
Phone:	Phone:	City, State, Zip:
Ship-to same as billing address? ☐ Yes ☐ No	Attention:	

Please list each device on a separate line and be sure to include part/model number, serial number, reason for return, and a detailed description of the issue
All requests for repairs are subject to a quality review by the Det-Tronics technical support team

These sections for Det-Tronics use only

Part Number	Model Number	Serial Number	Reason for Return	Issue Description	Warranty Y/N	Evaluation Fee Minimum $350	Repair Estimate Minimum $500	Original Order #
			Select One					
			Select One					
			Select One					
			Select One					
			Select One					
			Select One					
			Select One					
			Select One					

Attention: Please ensure you save and/or make note of any custom software configurations applied to the equipment prior to returning it for repairs. After repairs are made, the Service Center will attempt to configure the device to its as received state but in some cases that may not be possible and the device will be returned to its original factory default configuration.

NOTICE: All sales are subject to Det-Tronics Terms and Conditions. See www.Det-Tronics.com.
No additional or different terms apply unless agreed by Seller.

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