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 Date:	today
Contact Name:	tom
Email Address:	tom.tate@carrier.com
Phone Number:	

Request Type (*choose one*)

- ☐ Request for repair (*4 week standard lead time, PO required*)
  - ☐ Check if preferred payment method is credit card
- ☐ Warranty Return (*if item cannot be repaired, check one below*)
  - ☐ Send Replacement ☑ Issue Credit
- ☐ Return for credit (*subject to restocking fees*)

Quality Assessment (*choose one*)

If manufacturer evaluation indicates expired warranty (choose one):

- ☑ **Det-Tronics to scrap onsite** (*no charge*)
- ☐ **Return as is** (*customer responsible for freight*)
- ☐ **Repair and return** (*PO required within 7 days of repair quote or material will be scrapped on site*)

Company Billing Address	
Company Name:	
Street:	
City, State, Zip:	
Phone:	
Ship-to same as billing address?	☑ Yes ☐ No

Material Shipping Address (*if different*)	
Company Name:	
Street:	
City, State, Zip:	
Phone:	
Attention:	

End User Information (*REQUIRED*)	
Same as shipping address?	☑ Yes ☐ No
Company Name:	
Street:	
City, State, Zip:	

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

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

These sections for Det-Tronics use only

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.

Carrier

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