



# Calibration & Service Order Return Form

CUSTOMER SATISFACTION • TECHNICAL INNOVATION

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- ❖ **Please fill out All lines:** Orders that arrive without this form or the required info will be rejected & held pending proper paperwork. If there is no response after 3 attempts the product will be returned at customer's expense. **Please send this form with units.**
- ❖ **Please note:** All non-warranty returns or items in warranty deemed to be customer fault, will have an evaluation fee. If you decide you do not want an item repaired or the return is deemed beyond repair the evaluation fee will apply.

COMPANY: \_\_\_\_\_ CONTACT NAME : \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ FAX NUMBER: \_\_\_\_\_ DATE SHIPPED TO US \_\_\_\_\_

<b>IF PO:</b> A PURCHASE ORDER & NOT TO EXCEED AMOUNT IS REQUIRED:	<b>IF CREDIT CARD:</b> CARD: EXP. DATE / CARDHOLDER (OPTIONAL: CONTACT SERVICE DEPT. WITH CC INFO):
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MODEL / PART # AND QTY: \_\_\_\_\_ SERIAL NUMBER/S: \_\_\_\_\_

Standard time (2-3 weeks)  5-7 days  Expedite (1-3 days – Not applicable on Failure Analysis Units) \$100 **fee** added to the order  
**Please note:** The Expedite fee is waived if unit is confirmed as a defect and is within the warranty period.

- Calibration Only
- Standard repair (no Failure analysis required).
- Informal Verbal analysis only
- Written Failure analysis required **Please note:** Orders that require written analysis have a longer lead time due to the amount of testing done

**\*Reason for return:** Please provide us with a detailed description of the failure with as much info as is possible so we can evaluate your units for repair. Please note: If order is for calibration only, please let us know if you have any special requirements.

**\*Any product that has been used with Hazardous Materials (any material other than inert gas) must be 100% purged and must be accompanied by a MSDS sheet.**  
Product must be **bagged, sealed, and tagged** accordingly. Setra will not accept delivery of any product exposed to chemicals or biological process without written evidence of decontamination or laboratory analysis and proof the biological process is not harmful.  
Setra will not, under any circumstances accept product exposed to radioactive materials or asbestos and due to the **potential of cross contamination can not accept product that has been used on semiconductor copper processing.**

Hazardous chemicals: **Y / N (circle one)** If no, please print your name here \_\_\_\_\_

List of Chemicals used: \_\_\_\_\_

Has unit been purged? Yes No Purged with what? \_\_\_\_\_

Has unit been flushed? Yes No Flushed with what? \_\_\_\_\_

Has unit been decontaminated? Yes Explain Process \_\_\_\_\_

*Billing address:	*Shipping address:
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Method of Shipment: \_\_\_\_\_ PPD: \_\_\_\_\_ Collect: \_\_\_\_\_ Account # \_\_\_\_\_

- ❖ **Please remove all fittings and power cords before returning parts for service. We are not responsible for lost cords or fittings.**
- ❖ Scale orders should be returned to us with the pan and power cord.