



16445 Addison Road  
2<sup>nd</sup> Floor, Hangar 2  
Addison, TX 75001  
Phone (214) 217-7600  
Fax (214) 217-8307  
www.dfwinstruments.com

Dear Valued Customer,

### **When returning an item for Repair under Warranty:**

Warranty is determined upon receipt and inspection of the returned unit(s).

- Units returned for repair that are determined to be under warranty will be repaired or replaced at no charge.
- An evaluation fee of \$150.00 will be charged if no faults are found or it is determined warranty has been voided upon inspection.
- Units not found to be faulty will be returned to the sender at their cost.
- Any units returned for repair requiring a RUSH will be subject to a \$100.00 to \$150.00 RUSH FEE depending on the product.

### **When returning an item for Repair out of Warranty:**

Units returned for repair outside of warranty will incur a repair charge.

- A purchase order for the repair must be submitted before an RMA can be issued
- An evaluation fee of \$150.00 will be charged for non-warranty products that are found non-repairable
- Units not repairable it will be returned to customer
- Any units returned for repair requiring a RUSH will be subject to a \$100.00 to \$150.00 RUSH FEE depending on the product.

### **When Returning an Item for Credit:**

1. All returned units MAY be subject to a RESTOCKING FEE. Warranty is determined upon receipt and inspection of the unit at the factory and at the factory's desecration.
  - Units that fail under warranty may receive full credit.
  - Units returned due to a DFW Instruments error may receive full credit.
  - All items being returned for full credit, for reasons other than a DFW Instruments ordering error, must be in their original package with the seal unbroken.
  - All USED units being returned will not be credited for reasons other than a DFW Instruments ordering error.
2. No substitutes will be allowed without notifying the RMA department prior to shipping the returning unit. If the RMA paperwork does not match the equipment returned, the products will be returned at sender's expense.
3. Credit is subject to DFW Instruments standard return policy.

### **When Returning an Item for an Advance Replacement:**

1. All Advance replacement will be charged for the replacement and credit will be issued upon Factory inspection.
2. An evaluation fee of \$150.00 and the cost of the advance replacement will be charged if no faults are found or it is determined warranty has been voided upon inspection.

Please consult DFW Instrument Corporation Customer Service at (214) 217-7600 if you have questions.

Final resolution of all items returned for repair or credit will be at the sole discretion of DFW Instrument Corporation. **All returns are subject to DFW Instrument Corporation's standard terms and conditions of sale.**



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COMPANY: **DFW INSTRUMENT CORPORATION**

ATTN: \_\_\_\_\_

Your **R**eturn **M**aterial **A**uthorization number:  
(**RMA**)

For the return of the following materials to  
DFW Instrument Corp. Process Instrumentation:  
(**MUST INCLUDE SERIAL NUMBER**)

Reason for return:

To avoid serious shipping and handling delays, this RMA# **MUST** be included with the shipping label.

Please ship to:

**DFW INSTRUMENT CORPORATION**  
**16445 ADDISON ROAD**  
**2<sup>ND</sup> FLOOR, HANGAR 2**  
**ADDISON, TX 75001**

**RMA#** \_\_\_\_\_