

Request for Service RMA (Return Material Authorization) for calibration, repair or replacement items

To request an RMA number, complete **all** 3 steps below and return to us at the following:

EMAIL: ProductService.NA@pruftechnik.com

Once processed a system generated RMA/Quote number will be sent to the indicated primary recipients.

Step 1: Customer Information

Method of payment: (select one) PO Credit Card Quote Only

Customer Number (If available)

Bill to Company Name			Ship to Company Name <small>(if same as billing address leave blank)</small>		
Address			Address		
City	State	Zip	City	State	Zip
Bill to Attn			Ship to Attn		

Primary Contact		Phone	Fax
Email			
Secondary Contact		Phone	Fax
Email			

Step 2: tax and collect shipping info

Fluke provides return shipment via uninsured UPS ground service at no charge unless where indicated

Is this taxable? <input type="checkbox"/> yes <input type="checkbox"/> no	If No , please provide tax certificate copy Or exemption number and reason here: _____
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Preferred Shipping Carrier	Priority Level	Shipping Account #
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Step 3: Product Information, including certificate info

Ship-to company name with city will appear on certificate, indicate here if different:	
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Standard calibration turn around times will be on quotes and RMA's. A "Next on Bench" service is offered equal to half the cost of the calibration cost when applicable. Please check this box if requested:
Expedited repairs are only available on a case by case basis.

Next on Bench service includes free UPS 2nd day return shipping.

Model	Serial number	Manufacturer	Reason for Return: If repair, specify issue. If Calibration, list any special requirements.	Type of Calibration	Asset Number

Fluke Electronics DBA Pruftechnik
 Attn: Calibration Dept
 3181 N Bay Village Ct
 Bonita Springs, FL 34135