# OMICRON Device Return Form

## Dear customer

Before returning your device to OMICRON, please fill out this form to let us know what exactly we can do for you. We appreciate one form per device.

You can find the Service Center or Sales Partner closest to you at www.omicronenergy.com.

Alternatively, use the online repair form. To do so, visit us at www.omicronenergy.com/DeviceReturn. When you use the online device return form, we will be able to give you the proper shipping address online.

For return shipments to OMICRON for the purpose of repairs, please contact OMICRON's Technical Support prior to shipping. It may be beneficial for you to wait for OMICRON's response before shipping your test set; often issues can be solved over the telephone or by a software update at the customer's site.

Feel free to call us 24/7 or contact us by email to inquire for the best shipping address for your device, or whenever you need a quote for repair and calibration.

**Americas:** +1 713 830-4660 or +1 800-OMICRON
support.usa@omicronenergy.com

**Asia-Pacific:** +852 3767 5500
support.asia@omicronenergy.com

**Europe / Middle East / Africa:** +43 59495 4444
support@omicronenergy.com

You may also send us this form by fax:   + 43 59495 74444

Provided that we receive the completed device return form and the purchase order in advance, a processing time of approximately five working days will be likely. Note that a re-calibration is part of any repair.

**Workflow:**

Sent the completed Device Return Form to Technical Support

Technical Support will confirm the necessity of the repair and provide you with shipping information.

The device will as soon as possible be repaired and calibrated, and then returned to you.

# OMICRON Device Return Form

RMA number (Return Merchandise Authorization):      100

You will receive the RMA number from OMICRON once we get to know about the return of your device.

## Contact information

| Name: | | 110 |
|---|---|---|
| Email/phone: | | 120 |

## Payment information (check at least one)

| | | |
|---|---|---|
| ☐ | I have an active service contract for the *COMPANO 100* test set. | 210 |
| ☐ | Payment:     - attached purchase order | 220 |
| ☐ |                - credit card | 221 |
| ☐ |                - please call | 222 |
| ☐ | I have sent a purchase order to someone else already. | 230 |

| Sent to whom? | | 231 |
|---|---|---|
| When? | | 232 |

| | | |
|---|---|---|
| ☐ | Other: | 240 |

## Device information

| Type | | 310 |
|---|---|---|
| Serial no. | | 320 |

| | | | | |
|---|---|---|---|---|
| ☐ | Device needs standard calibration. | ☐ | Device needs IEC 17025 calibration. | 330 |
| ☐ | Device needs repair. | | | 340 |

| Please explain why: | 341 |
|---|---|
| | |

| | | |
|---|---|---|
| ☐ | I have sent accessories along that need attention | 350 |

| What accessory? | | 351 |
|---|---|---|
| Reason | | 352 |

## Return shipping address

| Company | | 410 |
|---|---|---|
| Department | | 420 |
| Address | | 430 |
| Country | | 440 |