



<b>RMA REQUEST FORM</b>	<b>Seametrics Assigned RMA No.</b> (To be entered by Seametrics)
-------------------------	---

The Return Material Authorization (RMA) form is designed to facilitate the return of product for warranty evaluation, out-of-box failures, repair, recalibration, and restock (unused new product).

**NOTE: failure to follow RMA Process may result in time delays or rejection of the RMA**

**Process:**

- 1) **The RMA Request Form shall be submitted by Seametrics authorized distributors and OEM customers ONLY.**
- 2) Before submitting the RMA, distributors/customers **must** contact Seametrics' Technical Support (253-480-3020 or 1-800-975-8153) for a preliminary evaluation and the assignment of a case number for future reference.
- 3) Provide Seametrics Technical Support a detailed description of your application, including information on relevant variables such as fluid velocity, temperature, pressure, piping configuration, electrical connections, and type of fluid.
- 4) Upon authorization from Seametrics Technical Support, complete and return this form to Seametrics via Fax: 253-872-0285 or email: [repair@seametrics.com](mailto:repair@seametrics.com)
- 5) Package and ship the product to the attention of "**Seametrics RMA Dept.**" You must write the RMA# on each box and label (failure to do so will delay processing.) Products damaged in shipping will void the warranty.
- 6) A Material Safety Data Sheet (MSDS) **must** be attached to the RMA Request Form if the meter has been exposed to hazardous materials.

**NOTE: For employee safety, unclean meters with obvious exposure to human or animal bio-waste will be rejected by Seametrics.**

- 7) Where applicable, Seametrics will evaluate the returned product and provide evaluation results to the requester.
- 8) For RMA status related questions, call 253-480-2981 or 1-800-975-8153 or email [repair@seametrics.com](mailto:repair@seametrics.com)

*Today's date:	*Assigned Case No.	Original Purchase Date & PO No.
*Action requested:	<input type="checkbox"/> Warranty Evaluation <input type="checkbox"/> Out-of-Box Failure Return <input type="checkbox"/> Repair Quote <input type="checkbox"/> Recalibration <input type="checkbox"/> Restock (New Unused)	

Original Distributor/OEM (Bill To)	Ship To (Return Address) <input type="checkbox"/> Same as Bill To
*Company:	*
*Address1:	*
Address2:	*
*City, State, Zip:	*
*Country:	*
*Contact:	*
*Telephone:	*
*Facsimile:	*
*E-mail:	*

\*Required Entry

QP-7.5.6-02-B

Original Distributor/OEM	Assigned Case No.
<b>Instructions:</b> (duplicate this page for additional product/serial numbers)	
*Product P/N:	*Quantity:
Serial Number/s:	
*Problem:	
Product P/N:	Quantity:
Serial Number/s:	
Problem:	
Product P/N:	Quantity:
Serial Number/s:	
Problem:	
Product P/N:	Quantity:
Serial Number/s:	
Problem:	
Product P/N:	Quantity:
Serial Number/s:	
Problem:	

\*Required Entry

2010014CAP

QP-7.5.6-02-B

## Return Material Authorization (RMA) Policy

- Discussion must take place with Seametrics Technical Service before the determination will be made to issue an RMA.
- A completed “RMA Request” form must be submitted before an RMA will be issued. The RMA Request Form is available at [www.seametrics.com](http://www.seametrics.com).
- The RMA will be cancelled after 30 days from date of issuance if the product has not been received by Seametrics.
- A completed Warranty Card must be returned to Seametrics in order to support the warranty period. In the absence of the completed warranty card, the warranty period will be based on the original shipment date of the product from Seametrics.
- Seametrics will replace defective product under warranty.
- Returned product found not to be defective will be returned to the customer, at the customer's expense, within 10 business days after the customer has been notified that no problem was found, unless other arrangement are made.
- Seametrics will charge an inspection fee for product returned and determined not to have a problem.