Eutech Instruments Pte Ltd
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ENGINEERING DEPARTMENT

Service Goods Return Request

Name of the Company: _____

Address: _____

Phone: _____ Fax: _____ E-mail: _____

Name of the Requestor: _____

Model	S/N or Batch No.	Brief Description of the Fault	Quantity

Terms and conditions

1. A Return Goods Authorization form will be generated based on this request and faxed to you. Please quote the RGA number in all the correspondence. **Please include a copy of the RGA with the shipment**.
2. Warranty is only against manufacturing defects. Problems arising from misuse, abuse and or wrong application will not be covered. Eutech reserves the right to determine if the problem is due to manufacturing defect or customer misuse.
3. For items not covered under warranty, the repair charges will be made known in the Failure analysis Report. Repairs will be carried out only after the receipt of approval.
4. If the approval is not received within 30 days of the first transmittal, Eutech reserves the right to dispose the goods and shall not be held responsible. Claims against goods so disposed will not be entertained.
5. In the event the Repair estimate is not accepted, **a minimum charge would be imposed**. Details are as follows
   a. For all Testers, the minimum charge would be S$10.00 per unit
   b. For EcoScans and Portable models and Two-wire Transmitters, the minimum charge would be S$25.00 per unit
   c. For Bench meters, Controllers and other products, the minimum charge would be S$50.00 per unit
6. Goods for repair should be sent to Eutech, freight prepaid. Eutech will return the goods after repair, freight paid. If special mode of dispatch is required, the cost should be borne by the customer.

_____ Date: _____

Signature of the Requestor