



Request for Return Materials Authorization (RMA)

Keeping You Operational

We value your business, and to support your request for service at our Columbia, Maryland facility, we need the following information in order to issue an RMA (*please complete the form in its entirety*). Submit request to RMA.BYK.Gardner.USA@altana.com. For questions, please contact the service department at (800) 343-7721. If your instrument requires repair, you will be contacted with a quote for approval prior to *any* work being performed.

Model # of instrument or standard

Serial # of instrument or standard

Name of instrument or standard

Please check all appropriate grey boxes. Calibration interval is **required** for certifications. Our default is 1-year. Please note that certificate intervals cannot be changed once your instrument leaves our service department.

Calibration/Certification

Calibration Interval

(Required for certification – *note annual or please specify interval*)

Repair

I Need a Loaner

** Limited availability on select instruments; additional charge*

Ship-To Information

Company Name

SAP Acct No (internal only)

Attention (Name)

Shipping Address

City

ST

Zip

Bill-To Information (*if different*)

Company Name

Last Date Serviced (internal only)

Attention (Name)

Shipping Address

City

ST

Zip

Primary Contact Person

Name

Title

Phone No

Email

Please provide a PO number or credit card info to expedite the return of your instrument.

PO No

UPS/FedEx Number (handling fee to be added)

CC No

Exp Date

CVC Code

Declined repairs or instruments found to be unrepairable are subject to an evaluation fee.