



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*

Please describe the reason for repair

Ship-To Information

Company Name

Attention (Name)

Shipping Address

City

ST

Zip

Bill-To Information (if different)

Company Name

Attention (Name)

Shipping Address

City

ST

Zip

Primary Contact Person

Name

Title

Phone No

Email

Secondary Contact Person

Name

Title

Phone No

Email

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

UPS/FedEx Number (handling fee to be added)

Payment Type

Purchase Order (please submit hard copy PO)

Credit Card (A BYK representative will contact you to process your credit card payment)

NOTE: A Service Admin will be in touch when the instrument is ready.

Declined repairs or instruments found to be unrepairable are subject to an evaluation fee (of \$250 and return shipping).

If Tax Exempt, please forward us a copy of your Tax Exempt Certificate.