



LEIDOS/EE&S
491-L Blue Eagle Ave.
Harrisburg, PA 17112
Ph: (717) 901-889
Fax: (717) 901-8114

LEIDOS/EE&S
180 Gordon Drive
Suite 109 - Rear
Exton, PA 19341
Ph: (610) 594-4316
Fax: 610.594.3626

Return Material Authorization (RMA) Instructions

Dear Customer:

Thank you for choosing Environmental Equipment & Supply for your repair needs. Please review the below instructions for completing your RMA.

- Please fill out, sign & return the attached RMA form via Fax or Email.
- Please fill out an RMA form for each piece of equipment being repaired/evaluated.
- Upon receipt your RMA form, a Customer Service Representative (CSR) will call you with an RMA number and to obtain payment information.
- Please write the RMA number on the outside of the shipping box and insert a copy of the RMA form in the box along with the equipment.
- Once the equipment has been received, a technician will contact you with an evaluation and approximate cost of repairs.
- When the repairs have been completed, we will return the equipment to you via FedEx Ground.

Please remember EE&S charges a **\$55.00** equipment evaluation fee* or the cost of repairs, whichever is greater. The customer is also responsible for the freight costs. Should you have any questions, please contact us at any time.

- * **Evaluation cost can be subtracted from the cost of a new instrument should you decide not to move forward with an equipment repair.**



491 L BLUE EAGLE AVE
HARRISBURG PA 17112

180 GORDON DR., STE 109 REAR
EXTON PA 19341

RMA: _____

CUSTOMER BILLING ADDRESS:

CUSTOMER SHIPPING ADDRESS:

CONTACT NAME: _____

PHONE: _____

E-MAIL ADDRESS: _____

EQUIPMENT DESCRIPTION: _____

EQUIPMENT MANUFACTURER: _____

EQUIPMENT MODEL: _____

EQUIPMENT SERIAL #: _____

DATE EQUIPMENT SHIPPED TO EE&S: _____

SALES PERSON: _____

DESCRIPTION OF PROBLEM:

TERMS:

****ALL EQUIPMENT MUST BE RETURNED CLEAN**

****CUSTOMER IS RESPONSIBLE FOR ALL FREIGHT CHARGES**

****EQUIPMENT EVALUATION CHARGE OF \$55.00 IF NO REPAIR PERFORMED**

****REPAIR PART WARRANTY IS 30 DAYS FROM DATE EQUIPMENT RETURNED**

AUTHORIZING SIGNATURE

DATE