

MRA Merchandise Return Authorization



RS Technical Services, Inc.
1327 Clegg Street
Petaluma, CA 94954

Customer Service
800-767-1974
Fax 707-769-8806

RST Kentucky
292 Midland Trail
Mount Sterling, KY 40353
Main Line
859-499-0122
Fax 859-499-0230

Date: _____

Check for old parts to be returned

MRA #

CLEAN EQUIPMENT PRIOR TO SENDING IN FOR REPAIR OR THERE WILL BE AN \$85.00 CLEANING FEE

SHIP OR WILL CALL (If not specified, RST will automatically ship completed repair.)

Customer Return Name and Address: _____

Bill To / Distributor: _____

Estimate Approval Contact: _____

Phone: _____

Fax: _____

Repair Information Contact: _____

Phone: _____

Fax: _____

Return Authorized by: _____ (RST Employee)

RST will complete all repairs necessary to bring equipment up to factory standards unless otherwise instructed by you.

Repair to specified instructions **only!** (Please describe below)

Repairs Only

Estimate required prior to repair
FEE WILL APPLY TO DECLINED ESTIMATES

Expedite **-NOT AVAILABLE FOR ESTIMATES**

Estimate Required if Over \$ _____
(If none specified, all repairs will be completed)

PO Required # _____

Parts Only

Credit Invoice # _____

Replacement

Other _____

Serial #: _____

Model #: _____

Description: _____

Briefly Describe Reason for Return / Special Instructions: (Please use additional sheet if necessary)

Items received without a completed MRA form **AND** MRA # will be delayed in handling and subject to a \$25.00 research fee.

10% Restocking Fee for all Returned Parts and Equipment.

Instructions

Old Parts Returned - Check this box if you want your old parts returned with repair.

MRA # - enter the number assigned to this return by RST.

Ship or Will Call - Check the appropriate box. If none specified, RST will ship the repair.

Customer Return Address - Enter appropriate address for return.

Bill To - Complete if your billing address is different than your shipping address or if you have a distributor.

Estimate Approval Contact - Person that has authority to approve estimates. Please include phone and fax.

Repair Information Contact - Person that has information regarding the problems and repair issues.

Return Authorized by - Enter the name of the RST employee approving this return. Always call before returning any item(s). Item(s) received without a MRA # and MRA form will be delayed in handling and subject to a \$25.00 research fee.

Repair to Factory Standards - RST will automatically repair your equipment to factory standards unless otherwise instructed by you. If you want specific item(s) repaired only, be sure to check box and describe in the section provided below.

Estimate Required Prior to Repair - Check the appropriate box. Fee applies to declined estimates.

Estimate Required if Over - Enter the maximum you can authorize without being contacted by RST for approval. This paperwork may take additional time.

Expedite - Fee will apply. Check the appropriate box. Expedite not available for estimates.

P.O. Required - If you issue P.O. numbers, check the required box. If you issue P.O. numbers before repair, enter the number here.

Credit Invoice - You must include an invoice number to receive a credit.

Replacement - Check box if part(s) need to be replaced.

Other - Note in space why item(s) is being returned.

Serial Number - A serial number is stamped on most RST units. If you are returning a part, use the serial number from the unit in which the part is used.

Model Number - Enter the RST Model # of the unit you are returning. If you do not know the model #, the authorizing person can help you or use the description line.

Description - Enter brief description of item(s) being returned.

Describe Reason for Return / Special Instructions - Give as much information as possible describing reason for returning the item(s). Describe specified instructions from section above as to why RST should not repair equipment to factory standards.