

RETURN MATERIAL AUTHORIZATION (RMA) FORM



Return / Replacement Instructions:

Please fill out this form and return to service@lafayetteinstrument.com or fax to 1-765-423-4111.

We will contact you to provide an RMA number *after* this form is submitted to us. We have the right to refuse any shipment that comes in without a return number.

Billing or Responsible Party	
Company:	
Contact Name:	
Address:	
City:	
Country:	State:
E-mail:	Zip:
Phone:	Fax:

Qty	Part Number	Description	Reason for Return	Serial Number* (if applicable)

If you are returning an LX4000 or LX5000, do you require a loaner? YES NO

*Serial number and/or original order number required to verify warranty coverage.

Shipping Instructions:

1. Be sure to obtain an RMA number and include it on the outside of the box.
2. Ship only the authorized item(s).
3. Ship item(s) to:
Lafayette Instrument Company
3700 Sagamore Parkway North
Lafayette IN 47904 USA

Shipments received by Lafayette Instrument without an RMA number may be refused.

Return Shipping Information	
Company:	
Contact Name:	
Address:	
City:	State:
Country:	Zip:
E-mail:	
Phone:	Fax:

There will be a standard bench fee of \$85.00 on anything not covered by a warranty; additional charges may apply. Customer will be responsible for any import duties and taxes assessed by customs. Customer must return defective item(s) within 30 days of receipt of replacement item(s), unless otherwise notified in writing. If defective item(s) is not received within this time frame the customer will be invoiced for the replacement item(s) including shipping.

Customer Signature: _____ Date: _____

HOW TO SEND AN ITEM IN FOR REPAIR OR EXCHANGE

DOMESTIC

Repair or Warranty Exchange – Complete our Return Material Authorization Form and return it via e-mail to service@lafayetteinstrument.com. Once we receive and process the form, we will provide you with an RMA number. Place the RMA number under the attention line of the shipping address label.

INTERNATIONAL

Repair - Complete our Return Material Authorization Form and return it via e-mail to service@lafayetteinstrument.com. Once we receive and process the form, we will provide you with an RMA number. Place the RMA number under the attention line of the shipping address label.

All non-warranty repairs are to be sent using the Incoterms CIP and you will be responsible for shipping fees. For customs purposes, you will need to list the value of our bench fee (\$85). For insurance purposes, you will list the replacement cost under the “declared value” on the commercial invoice. Note on the paperwork, “Returning for repair. Value is nominal and for customs purposes only.” The Schedule B number for repair items is 9801.10.

If the item is **under warranty**, Lafayette Instrument will cover the return shipping fees. Once the item(s) is received in customs, you will be responsible for any duties, taxes and brokerage fees that are assessed for the shipment.

If the item was repaired and a repair fee was assessed (**non-warranty**), then you will be responsible for return shipping fees, duties, taxes and brokerage fees based on the repair amount.

Warranty Exchange - Complete our Return Material Authorization Form and return it via e-mail to service@lafayetteinstrument.com. Once we receive and process the form, we will provide you with an RMA number. Place the RMA number under the attention line of the shipping address label.

Lafayette Instrument will ship a replacement to you and pay the shipping fees. Once the item(s) is received in customs, you will be responsible for any duties, taxes and brokerage fees that are assessed for the shipment.

All exchanges require that the original item(s) be sent back to Lafayette Instrument within 30 days from the date of receipt of replacement item(s), unless you are otherwise notified in writing. All exchanges are to be sent using the Incoterms CIP and you will be responsible for return shipping fees. For customs purposes, you will need to list the value as the same amount that was listed on the commercial invoice for the replacement item(s). Note on the paperwork “Returning defective item(s) that were replaced under warranty on [date that replacement item(s) were received]. Value is nominal and for customs purposes only.” If you are unable to return the defective item(s) within this time frame, please contact us and make other arrangements. If we do not receive the item(s) within 30 days, and have not been contacted, you will be invoiced for the replacement item(s) including shipping.

This page (2) is for informational purposes only and does not need to be returned to Lafayette Instrument Company.