



SPM Instrument B.V.

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RMA form

Date:

Company:	
Address:	
Zip code & city:	
Contact person:	
Product user:	
Telephone number:	
Order number:	
E-mail:	

Enter the information below for your system:	Fill in one form for each individual system
Brand + type:	Serial number:
Reason: Calibration <input type="checkbox"/>	Repair <input type="checkbox"/>
Complaint description:	
<small>(Describe the problem as clearly as possible for a fast order handling)</small>	
Lead time: Normal <i>(1 week average)</i> <input type="checkbox"/>	Fast <i>(extra costs: € 125,-)</i> <input type="checkbox"/>
<small>(In case of fast handling, always contact SPM by telephone)</small>	
Other:	
<small>(Special details, product replacement, spare parts)</small>	

- Send a quotation for Instrument Rental for the repair duration
- Send information concerning training courses
- Send information concerning new available systems

Important notes:
<small>* If equipment is heavily contaminated, cleaning costs can be charged: €30,00.</small>
<small>* Send this form together with the entire system to the specified address.</small>
<small>* Please use comprehensive descriptions, "defective" or "does not work" will not be tolerated.</small>
<small>* Please deliver the system fully charged.</small>