



REPAIR & RETURN REQUEST FORM

Warranty Repair Non-Warranty Repair
 Quotation before repair Return Incorrect Item or Amount Shipped
 Return Item not performing Return Item Not Needed
 Other: _____

CONTACT PERSON		COMPANY		DATE
TELEPHONE #	FAX #	E-MAIL		

TECHNICAL CONTACT PERSON				
TELEPHONE #	FAX #	E-MAIL		

BILL TO ADDRESS				SHIP TO ADDRESS			
COMPANY NAME				COMPANY NAME			
ADDRESS				ADDRESS			
CITY	STATE			CITY	STATE		
ZIP CODE				ZIP CODE			

Shipping Method:

UPS Acct # _____
 FedEx Acct # _____
 Other:
 Next-Day Air
 2-Day Air
 3-Day Air
 Ground or economy

Note: We will provide you with a "not-to-exceed" quotation for the \$ repair charges as soon as possible. If you need to estimate an amount to generate a PO, we recommend a cost no greater than 65-80% of a new unit. There are additional charges for **rush** or **expedited** repairs and **rapid-turnaround** services. The eligibility of **warranty** repairs are determined by the manufacturer. **Evaluation** and "**No Problem Found**" charges may apply.

Note: Restocking fees will be quoted based on:
 condition of item and use of original packaging
 manufacturer's return policy
 age of item and date purchased
 marketability of item - stock or non-stock
 Only items purchased from Cross Automation may be returned for credit. Cross Automation retains the right to refuse return of products 90 days after invoice date.

RETURN/REPAIR ITEMS

PART #	Manufacturer	SERIAL #	Cross Invoice# Customer PO#	Date of Purchase
1				
2				
3				
4				
5				
6				

Description of failure or problem, symptoms, other comments:

- Need quote for fastest repair possible (extra \$ charges will apply)
- Need quote for a new, replacement item