

TDK-LAMBDA AMERICAS – HIGH POWER DIVISION
405 ESSEX ROAD
NEPTUNE, NJ 07753

RETURN MATERIAL (RMA) REQUEST FORM

Date: 4 March 2014

RMA No. _____

To insure fast processing of your repair order, please provide the information highlighted in yellow and return to Inside Sales fax number 732-922-1441 or email to toni.blas@us.tdk-lambda.com or bonnie.west@us.tdk-lambda.com

Upon receiving your application, you will be contacted shortly with an RMA number. If your unit is out of warranty, there is a \$250.00 MINIMUM Evaluation fee, even if the unit is deemed unrepairable once evaluated. We now require a formal purchase order from customers with NET 30 Day terms or payment can be made by credit card with the authorization for us to proceed with its evaluation. We can not accept a unit in receiving with out the RMA#, purchase order or credit card information as security.

Return Address: Duane Thompson
(Required Field) MBARI
7700 Sandholdt Road
Moss Landing, CA 95039

Bill To Address: Duane Thompson
On Purchase Orders MBARI
(Required Field) 7700 Sandholdt Road
Moss Landing, CA 95039

Contact: Duane Thompson
RMA P.O. # _____

Phone: 831.775.2003
Fax: 831.775.1623
Email: drthom@mbari.org

Freight Carrier: Fedex
(Required Field for Non-Warranty Repairs)
Freight Account #: 154316531

For Repairs <\$750.00 please provide VISA MC AMEX
Major Credit Card #: 4808 0170 0415 1411
Credit Card Holder: Duane R Thompson
CC Billing Zip Code: 95039 Expiration: 05/15
3-digit Security Code: 933

UNIT 1			Cost of Repair (if applicable)
Model Number (Required Field)	TDK Part Number (00# located with SN#)	Serial Number (Required Field)	REFERENCE OTHER THAN PO# IF ANY
Gen 60-55-LAN-1P230	00503047 Rev A	09M1310A	
Reason for Repair: <u>Will not power up.</u> (Required Field)			

UNIT 2			Cost of Repair (if applicable)
Model Number (Required Field)	TDK Part Number (00# located with SN#)	Serial Number (Required Field)	REFERENCE OTHER THAN PO# IF ANY
GEN 40-60-LAN-1P230 EHFP		LOC-426A069-0003 MD	
Reason for Repair: <u>Loud "POP" heard at power up. No DC output.</u> (Required Field)			

PLEASE NOTE:

- RMA Number must be clearly marked on the outside of every box otherwise it will be rejected upon receiving.
- **Please DO NOT send specialized cases for supplies or include any accessories such as manuals, line cords, etc. with your repair unless requested. If cases or accessories are requested to be replaced or returned, applicable charges will be added as we are not responsible for the loss of these items.**
- According to OSHA regulations, lifting plates need to be placed on supply upon receiving and shipping.
- For non-warranty supplies there is a \$250.00 MINIMUM Evaluation fee amount. Therefore a PO or credit card information must be provided upon receipt of completed RMA Request form.
- For non-warranty repairs - storage of repairs is limited therefore once an estimate is provided the customer has 10 business days to respond on how to proceed. If no response is provided by the 15th day, a \$30 per day storage fee may apply until response is provided.
- "Out of Warranty" supplies a preferred carrier and account number is required unless stated to ship prepaid and add.
- "In Warranty" supplies only, TDK-Lambda will pay return freight cost. **If no problem found there is a \$250 service fee and freight is charged to customer's account.**
- Warranty on repaired Out of Warranty unit is 90 days.
- TDK-Lambda will notify customer for final resolution, and if product is deemed BER (beyond economical repair).

SHIP UNIT FOR REPAIR TO: TDK-LAMBDA AMERICAS
Attn: Repair Depot – RMA#
405 Essex Road
Neptune, NJ 07753

FOR OFFICIAL USE ONLY	
RMA Processed By:	_____
Process Date:	_____

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- Units will be repaired to TDK-Lambda Americas current standards.

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