

EDGETECH RMA FORM

ISSUED RMA #:

This document is for obtaining an RMA#, returning equipment, and international and domestic shipping instructions (found on page 3). Please complete and follow the instructions to expedite your repair. A minimum evaluation charge will be assessed as outlined below. Parts required for the repair are not included in the prices below. After the evaluation is complete, a Repair Report will be sent with our findings, including the cost of repair.

DESCRIPTION	APPLICABLE SERVICE RATES
In-house Evaluation & Repair for Acoustic Release Products* (i.e. 8242XS, PORT)	\$125 per hour, \$375 Minimum Charge *Refurbishment and evaluation of Acoustic Release (\$1,250 each) Replacement of the battery pack, anode, all o-rings, insulators, and cleaning is included in the price. If a refurbishment is requested, please indicate in the Equipment Return list.
In-house Evaluation & Repair for Sonar and Sub-bottom Profiler Products (i.e. 4125, 4200, 4205, 3200, 3400, 2000, 2050)	\$125 per hour, \$1,000 Minimum Charge
In-house Evaluation & Repair for USBL Products (i.e. BATS, TPIII, Beacons, Hydrophones)	\$125 per hour, \$1,000 Minimum Charge
In-house Evaluation & Repair for Circuit Boards and Sub-Assemblies (i.e. Topside Units or Deck Boxes, individual transducers)	\$125 per hour, \$375 Minimum Charge
In-house Evaluation & Repair for Special Systems (i.e. 2200, 2205)	\$150 per hour, \$1,500 Minimum Charge
Boat Time for sea trials	\$2,500 per day (includes captain +2 crew)

CUSTOMER BILL TO INFORMATION		CUSTOMER SHIP TO INFORMATION	
Name:		Name:	
Company:		Company:	
Address:		Address:	
Phone:		Phone:	
Email:		Email:	
		Shipping Co:	
		Date:	

METHOD OF SHIPMENT FROM EDGETECH BACK TO THE CUSTOMER (SELECT ONE):

	FOB Origin (pre-pay and add cost to invoice)	
	Freight Collect (customer provided shipping account #).Please let us know if you want insurance added to the return shipment	Acct. #: Shipping Co:

Equipment Return List

SERIAL #	MODEL	BRIEF DESCRIPTION OF PROBLEM

RETURNING EQUIPMENT FOR REPAIR

Follow the shipping instructions below for items being returned to EdgeTech. Section 1.0 below applies to International and Domestic Shipments to EdgeTech. Section 2.0 applies only to International Returns.

1.0 Foreign and Domestic Shipping Return Instructions

1. The items must be sent prepaid to our door, using a reputable company. **Freight collect shipments will not be accepted.** Small items can be shipped prepaid directly to EdgeTech by FedEx, DHL, UPS, Airborne, etc. Ship to: **EdgeTech, 4 Little Brook Road, West Wareham, MA 02576, USA.**
2. Please note that all shipping charges shall be the responsibility of the customer, and the return shipment will be sent on the customer's account.
3. The items should be fully insured for your protection. EdgeTech will not assume any responsibility for damage to the shipment while in transit inbound, or outbound.
4. Items returned that are **within the warranty period** must be sent prepaid to our door using a reputable company. EdgeTech will pay for return shipping charges only, provided misuse did not cause any damage to the product.

2.0 International Shipping Return Instructions

5. The waybill and all documentation associated with the shipment must clearly state that the **country of origin/manufacture is the USA.**
6. The waybill and all documents associated with the shipment must state the following: **United States goods returned to manufacturer for repair purposes only.** This will eliminate any taxes levied.
7. The waybill and all documents associated with the shipment must state the following for description (the HS Tariff Code eliminates duty charges):
Geophysical Scientific Instrumentation; Side Scan System, Beacons; HTS Tariff Code: 9801.00.1098
8. If you are using a freight forwarder, please ensure that they understand that the goods are duty & tax-free and that they are United States goods returned to the manufacturer for repair only. In addition, please instruct the freight forwarder that the shipment is FREE DOMICILE, and it must be delivered to our door.
9. Please send all of the shipping documents in advance of the shipment by email to service@edgetech.com and BOS.IMPORT@SCANGL.COM for pre-clearance with customs.

Please also include EdgeTech's broker information below on the commercial invoice:

Attn: Brenda Richards / Terri DiOrio

Scan Global Logistics

1R Newbury Street, Peabody, MA 01960, United States Office:

617-889-5089, TF: 877-839-3353, Fax: 617-889-5189

BRich@scangl.com/TDiOr@scangl.com/BOS.IMPORT@SCANGL.COM