

RMA Application Form

This form **must be completed in full and returned** to calibration@kenelec.com.au before we can issue you with an RMA number. **Goods will NOT be received** by Kenelec Scientific **unless clearly identified with your issued RMA number.**

Office Use Only

Issued RMA #: Date:

Billing Details *must include a purchase order number*

Company Name:

Billing Address:
 State: Postcode:

Purchase Order #: « this field must be completed

Delivery Details *must be a physical address, not a PO Box*

Company Name:

Delivery Address:
 State: Postcode:

Contact Details

Contact Name: Phone:

Contact Email:

Unit Details *please include the serial number, equipment ID or customer ID for each unit, and details of issue / fault if applicable*

Instrument (make / model)	Serial Number / Equipment ID	Reason for Return *
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

* if unit is faulty, please provide details / further information below:

Please be advised that you are required to ensure that your instrument, components and case are free of any dust, dirt or contamination and can be safely handled. Any cleaning or decontamination that may be required will be charged and may result in a delay to your service job.

Rental Unit required Discounts apply. Our Rental Department will contact you regarding availability and pricing.

Return Method *select from options below*

Pick up from Melbourne Office Road Freight Air Freight

- Customer to arrange freight Freight Company: Account #:

- Kenelec Scientific to arrange freight (standard freight cost applies)