

RETURN MATERIAL AUTHORISATION (RMA) REQUEST



The Source for Calibration Professionals

Isotech operates an authorised returns procedure to speed up the returns process. Any returned equipment not displaying a valid RMA may be rejected and returned at senders' cost. Equipment Returns Policy applies.

- FOR REPAIR** - Contact Isotech for an RMA Number
 Complete the RMA request form in its entirety and e-mail to – info@isotech.co.uk
 On receipt of your completed form you will be issued with an RMA Authorisation Number.
- FOR PRE QUOTED (RE) CALIBRATIONS** - an RMA number is not required
 Complete the RMA request form in its entirety ensuring quotation reference is provided and include RMA form with the shipment
- FOR EQUIPMENT RETURNED FOR CREDIT** - Must be agreed in advanced - Contact Isotech for an RMA Number
 Complete the RMA request form in its entirety and e-mail to Isotech – info@isotech.co.uk
 On receipt of your completed form you will be issued with an RMA Authorisation Number.

Your Details

Company:	Contact Name:
Address:	Date of Request:
Town:	Tel:
Post Code:	E-mail address:
Country:	

Equipment to be returned

Qty	Product/Equipment	Reason for return - Fault /(Re)calibration /Credit	Serial Number	Declared Value

Additional information /please advise

Order Reference:	
Quotation reference:	
As per correspondence /e-mail with:	

Isotech Authorisation Details

Authorisation Number	Date of Authorisation/Assignment	Authorised by
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Internal Use

ITL Number/Credit Note Number	Date Equipment Received / RMA Transfer to ITL File	Copy to ITL File
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RMA iss.6 – 01/2021



Isothermal Technology Limited Pine Grove, Southport, Merseyside PR9 9AG England
 Telephone: +44 (0)1704 543830/544611 Fax: +44 (0)1704 544799 Email: info@isotech.co.uk Website: www.isotech.co.uk

Directors: J. P. Tavener C.Eng., MSc., M.I.E.E., I. F. Tavener, W. H. Reck **Company Registration No:** 1530620

RETURN MATERIAL AUTHORISATION (RMA)

Shipping Instructions/Equipment Returns Policy



✓ The Source for Calibration Professionals

1. Health & Safety:

By completing this RMA Request Form, you are declaring the equipment being returned is free from contamination. Equipment received containing an unknown substance or potentially hazardous components will immediately be quarantined until the substance/hazard has been identified by the sender and deemed as safe or recognisable. Isotech reserve the right to reject any equipment considered hazardous and will request the sender to arrange for collection/removal at the cost of the sender.

2. Packaging and Labelling:

All equipment must be properly packaged to prevent transit damage. Any accessories, inserts and liquids must be removed from the equipment and packed separately. From the 1st January 2021, it is a legal requirement for all wood packaging material (WPM) moving between the UK, EU and Rest of the World to be compliant with [ISPM15 international standards](#). Isotech cannot be held liable for any damage caused or missing items due to inadequate packaging.

3. Transportation / Insurance:

For all UK/EU/ROW returns, unless otherwise agreed in advance, insurance and freight costs inbound/outbound are to be covered by the sender, for outside the UK this includes any UK import clearance charges/administration fees if applicable.

4. Returns paperwork requirement for within the UK

All packages must be accompanied by

- 1) Completed RMA form
- 2) Delivery Note
- 3) Purchase order

5. Returns paperwork requirement for outside the UK

All packages must be accompanied by

- 1) Completed RMA form
- 2) Delivery Note
- 3) Purchase order
- 4) Shipping invoice clearly showing

Goods description, serial number(s) for identification purposes, reason for return, RMA number, number of pieces, nett and gross weight. The invoice must declare the true value of the returned equipment for customs and insurance purposes and show the following statement...

For customs clearance instructions please contact info@isotech.co.uk

Tariff No. 9031 80 80

Isotech EORI – GB 325 1089 79 000

Copies of the above documentation is to be sent in advance of equipment being returned to info@isotech.co.uk

Deviation from this procedure may result in custom clearance delays and possible additional costs.

6. Return delivery address:

Isothermal Technology Limited (ISOTECH)
42a St. Lukes Road, Southport, PR9 9AP England
EORI – GB 325 1089 79 000
E-mail: info@isotech.co.uk
Tel: +44 (0) 1704 543830

7. Costs - Investigation/equipment returned for repair:

On receipt, the equipment will be fully inspected to determine the reason for the fault and a repair report will be issued. Acceptance of these charges with a valid order number is required before any work or UKAS calibration is carried out. Non-acceptance will incur a standard inspection/investigation fee plus return packing and freight charges. Payment will be required in advance for non-account holders. Should the repair be established as a warranty claim issue no repair charges will be applicable.

8. Costs - Investigation/equipment returned for credit:

Equipment returned for credit must be agreed for in advance. On receipt the equipment will be fully examined to determine its condition, should it be established it requires corrective repair work repair work costs will apply. A re-stocking fee applies, packing and freight is not refundable. A credit note is issued against the original shipping invoice for returned equipment only.

9. General Disclaimer:

An RMA number authorises the return only and is not confirmation of warranty status. Warranty status can only be determined after examination.

10. RMA Closing Procedure:

Should the requested equipment not be received within thirty (30) days of the RMA assignment date, the RMA will be considered closed. Only equipment as listed on the RMA will be accepted and after return shipment following repair the RMA will be closed.



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