

ELECTRONIC REPAIR DESCRIPTION FORM

(Non-warranty Repairs Only)

Braas RMA #:	Repair W/O #:
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Completed by Braas Company

CONTACT	COMPANY NAME:	CONTACT NAME:	DATE:
	PHONE NUMBER:	FAX NUMBER:	EMAIL ADDRESS:
SHIP TO	COMPANY NAME:	ATTENTION/TAG#:	
	ADDRESS:	CITY:	STATE: ZIP:

ITEM #1	MANUFACTURER:	MODEL NUMBER:	DESCRIPTION:	APPROVAL METHOD: <input type="checkbox"/> Preapproved \$: <input type="checkbox"/> Quote Before Approval
	SERIES:	SERIAL NUMBER/LOT CODE:	QUANTITY:	RETURN VIA:
	REPAIR DESCRIPTION/COMMENTS:			REPAIR SERVICE REQUESTED: <input type="checkbox"/> Standard (10 business days) <input type="checkbox"/> Rush (3-5 business days, +10%) <input type="checkbox"/> Emergency (next business day, +25%)

ITEM #2	MANUFACTURER:	MODEL NUMBER:	DESCRIPTION:	APPROVAL METHOD: <input type="checkbox"/> Preapproved \$: <input type="checkbox"/> Quote Before Approval
	SERIES:	SERIAL NUMBER/LOT CODE:	QUANTITY:	RETURN VIA:
	REPAIR DESCRIPTION/COMMENTS:			REPAIR SERVICE REQUESTED: <input type="checkbox"/> Standard (10 business days) <input type="checkbox"/> Rush (3-5 business days, +10%) <input type="checkbox"/> Emergency (next business day, +25%)

ITEM #3	MANUFACTURER:	MODEL NUMBER:	DESCRIPTION:	APPROVAL METHOD: <input type="checkbox"/> Preapproved \$: <input type="checkbox"/> Quote Before Approval
	SERIES:	SERIAL NUMBER/LOT CODE:	QUANTITY:	RETURN VIA:
	REPAIR DESCRIPTION/COMMENTS:			REPAIR SERVICE REQUESTED: <input type="checkbox"/> Standard (10 business days) <input type="checkbox"/> Rush (3-5 business days, +10%) <input type="checkbox"/> Emergency (next business day, +25%)

CUSTOMER SIGNATURE: (required for preapproval)	Date:
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NOTE: Please attach additional sheets when requesting more than 3 items. All customer inquiries regarding the repairs noted on this form should be addressed to the contacts listed below.

Braas Company Contact Information:

Contact: _____ or Vickie Weber - Return Specialist

Email: repair@braasco.com

Fax: 952.253.1567

Phone: 800.288.6628

Website: www.braasco.com

ELECTRONIC REPAIR TERMS & PAYMENT INFORMATION

COMPANY NAME:	CONTACT NAME:	DATE:
PHONE NUMBER:	PURCHASE ORDER #:	PAYMENT TYPE: Credit Card : <input type="checkbox"/> Amex <input type="checkbox"/> M/C <input type="checkbox"/> Visa <input type="checkbox"/> On Account (must have a current account with Braas)
BILLING ADDRESS:	CITY:	STATE: ZIP:
CREDIT CARD #:	NAME ON CARD:	EXPIRATION DATE:

I authorize the use of the above credit card information (if applicable) for payment of repair charges and freight costs related to the items returned for non warranty repair. If the billing option is selected, I agree to pay all charges for repair including the cost or return freight where applicable.

Signature: _____

Date: ____/____/____

Evaluations:

There is no evaluation fee. Items that are deemed non-repairable will be returned at no charge. Units sent in for evaluation will be held for 45 days after repair quotation. Any items not processed within 45 days may be returned at the customer's expense.

Repair approval:

No repairs will be made until an approval to proceed is received. After evaluation, the customer will be informed of the problem found and the cost to repair. If there was a preapproval and the cost is greater than a preapproved dollar amount, a new approval is required before repairs will be made.

Warranty:

Repairs will be warranted for 18 months from the date of invoice. Warranty includes defects in materials and workmanship. No other warranties are expressed or implied. All software products are returned "AS IS".

Shipping & Delivery:

Shipping dates are estimates only. Standard turnaround time for repairs is 10 business days from repair approval. Rush shipments are 5 business days or less and emergency breakdown priorities can usually be shipped in 2 business days (subject to part availability) if approval is received by 3pm central time. Products will be packaged for protection against normal handling. Shipments will be made using our carrier of choice. Freight costs will be prepaid and added to the invoice. FOB is shipping point.

Payment:

Credit card processing or invoicing will occur on or after return shipment is made.

How to Request a Repair:

1. Complete the 'Electronic Repair Description' form AND the top of this page. Use additional 'Electronic Repair Description' forms for more than 3 items.
2. Fax or email these pages using the contact information from the bottom of the 'Electronic Repair Description' form
3. You will receive the 'Electronic Repair Description' form with an RMA number for reference and shipping instructions