

Request for Service RMA (Return Material Authorization) for calibration, repair or replacement items

To request an RMA number, complete **all** 3 steps below and return to us at the following:

**EMAIL: ProductService.NA@pruftechnik.com**

Once processed a system generated RMA/Quote number will be sent to the indicated primary recipients.

**Step 1: Customer Information**

Method of payment: (select one)  PO  Credit Card  Quote Only

Customer Number (If available)

Bill to Company Name			Ship to Company Name <small>(if same as billing address leave blank)</small>		
Address			Address		
City	State	Zip	City	State	Zip
Bill to Attn			Ship to Attn		

Primary Contact		Phone	Fax
Email			
Secondary Contact		Phone	Fax
Email			

**Step 2: tax and collect shipping info**

*Fluke provides return shipment via uninsured UPS ground service at no charge unless where indicated*

Is this taxable?  yes  no    If **No**, please provide tax certificate copy  
Or exemption number and reason here: \_\_\_\_\_

Preferred Shipping Carrier	Priority Level	Shipping Account #
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**Step 3: Product Information, including certificate info**

Ship-to company name with city will appear on certificate, indicate here if different: \_\_\_\_\_

Standard calibration turn around times will be on quotes and RMA's. A "Next on Bench" service is offered equal to half the cost of the calibration cost when applicable. Please check this box if requested:  
Expedited repairs are only available on a case by case basis.

*Next on Bench service includes free UPS 2nd day return shipping.*

Model	Serial number	Manufacturer	Reason for Return: If repair, specify issue. If Calibration, list any special requirements.	Type of Calibration	Asset Number

Fluke Electronics DBA Pruftechnik  
Attn: Calibration Dept  
3181 N Bay Village Ct  
Bonita Springs, FL 34135