

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

We will email a service quote and confirmation of your RMA number once we process your request.

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 (if same as billing address leave blank)

Address Address

City State Zip City State Zip

Bill to Attn Ship to Attn

Billing Contact Phone Fax

Email

Technical 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 #

Please fill out above if you wish faster service, please indicate insurance amount requested here: \$

Step 3: Product Information, including calibration interval and certificate info

Calibration Interval, Pruftechnik standard is 24 months, indicate your choice here if different:

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

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

*If provided, Asset number will print on the calibration Certificate

Please provide any previous RMA numbers issued by Fluke associated to the items above.