

# SERVICE REQUEST FORM



Ship to: TSI Incorporated  
 Attn: Service Dept  
 1060 Corporate Center Dr  
 Oconomowoc, WI 53066 USA

Contact: Ph: 800-680-1220 or 651-490-2860  
 Fax: 651-490-2874  
 Web: [www.tsi.com](http://www.tsi.com)  
 Email: [questreceiving@tsi.com](mailto:questreceiving@tsi.com)

## REQUIRED: Billing/Shipping Information

Your Company Billing Information				Your Company Shipping Information (No PO Boxes)			
Company:				Company:			
Address:				Address:			
City:				City:			
State/Prov:		Postal Code:		State/Prov:		Postal Code:	
Country:				Country:			
Contact:				Contact:			
Phone/Fax:				Phone/Fax:			
Email:				Email:			

## REQUIRED: Select Payment Method

We will pay via Purchase Order. Purchase Order #:

We will pay via Credit Card. TSI will supply instructions on how to securely provide your information.

\*If necessary, you will be contacted after your system has been evaluated and told if your payment limit does not cover the price of the repairs needed. If you choose not to repair your equipment, you may be responsible for the evaluation fee and shipping charges.

## REQUIRED: Select Return Shipping Method

Option 1:  Use Collect Account Number:  UPS  FedEx  Other: \_\_\_\_\_  
 Ground  3 Day  2nd Day  Overnight  Other: \_\_\_\_\_ Account Number: \_\_\_\_\_

Option 2:  Prepay & Add freight to Invoice – Shipments will be sent via TSI's preferred carrier; FedEx.  
 Ground  3 Day  2<sup>nd</sup> Day  Overnight  Other: \_\_\_\_\_

The customer is responsible for all shipping costs to the TSI location (INCOTERMS : DDP).

## REQUIRED: Product Information

Item	Model#:	Serial #:	SR#:
Service Type:	<input type="checkbox"/> Standard Calibration <input type="checkbox"/> Standard Repair & Calibration <input type="checkbox"/> Standard+ Calibration <input type="checkbox"/> Standard+ Calibration and Repair <input type="checkbox"/> Accredited Calibration <input type="checkbox"/> Accredited Repair & Calibration		FastTrak** (If available): <input type="checkbox"/> Yes <input type="checkbox"/> No

Return Reason  
 (Please be specific):

Has this instrument been exposed to **ANY HAZARDOUS MATERIALS?**  Yes  No  
 If yes, please contact Customer Service at 800-680-1220 before sending the unit in for service.

Are there any special contractual requirements that need to be followed for these units?  Yes  No  
 If yes, explain:

Service Price\*: \_\_\_\_\_ FastTrak Price\*\* (if available): \_\_\_\_\_

\*TSI will supply the notification number and price after the customer has submitted the form.  
 \*\*FastTrak is TSI's expedite service. There is an additional fee of 20% based on the value of the requested service.

Return this form to [questreceiving@tsi.com](mailto:questreceiving@tsi.com) or fax to 651-490-2874.  
 TSI Incorporated Terms & Conditions apply and are incorporated by reference.  
 See <http://www.tsi.com/Policies/>.

## REQUIRED: Additional Product Information

Item	Model#:	Serial #:	SR#:
<b>Service Type:</b> <input type="checkbox"/> Standard Calibration <input type="checkbox"/> Standard Repair & Calibration <input type="checkbox"/> Standard+ Calibration <input type="checkbox"/> Standard+ Calibration and Repair <input type="checkbox"/> Accredited Calibration <input type="checkbox"/> Accredited Repair & Calibration		<b>FastTrak** (if available):</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Return Reason (Please be specific):</b>			
Has this instrument been exposed to <b>ANY HAZARDOUS MATERIALS</b> ? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please contact Customer Service at 800-680-1220 before sending the unit in for service.			
Are there any special contractual requirements that need to be followed for these units? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, explain:			
Service Price*:		FastTrak Price** (if available):	
Item	Model#:	Serial #:	SR#:
<b>Service Type:</b> <input type="checkbox"/> Standard Calibration <input type="checkbox"/> Standard Repair & Calibration <input type="checkbox"/> Standard+ Calibration <input type="checkbox"/> Standard+ Calibration and Repair <input type="checkbox"/> Accredited Calibration <input type="checkbox"/> Accredited Repair & Calibration		<b>FastTrak** (if available):</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Return Reason (Please be specific):</b>			
Has this instrument been exposed to <b>ANY HAZARDOUS MATERIALS</b> ? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please contact Customer Service at 800-680-1220 before sending the unit in for service.			
Are there any special contractual requirements that need to be followed for these units? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, explain:			
Service Price*:		FastTrak Price** (if available):	
Item	Model#:	Serial #:	SR#:
<b>Service Type:</b> <input type="checkbox"/> Standard Calibration <input type="checkbox"/> Standard Repair & Calibration <input type="checkbox"/> Standard+ Calibration <input type="checkbox"/> Standard+ Calibration and Repair <input type="checkbox"/> Accredited Calibration <input type="checkbox"/> Accredited Repair & Calibration		<b>FastTrak** (if available):</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Return Reason (Please be specific):</b>			
Has this instrument been exposed to <b>ANY HAZARDOUS MATERIALS</b> ? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please contact Customer Service at 800-680-1220 before sending the unit in for service.			
Are there any special contractual requirements that need to be followed for these units? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, explain:			
Service Price*:		FastTrak Price** (if available):	
Item	Model#:	Serial #:	SR#:
<b>Service Type:</b> <input type="checkbox"/> Standard Calibration <input type="checkbox"/> Standard Repair & Calibration <input type="checkbox"/> Standard+ Calibration <input type="checkbox"/> Standard+ Calibration and Repair <input type="checkbox"/> Accredited Calibration <input type="checkbox"/> Accredited Repair & Calibration		<b>FastTrak** (if available):</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Return Reason (Please be specific):</b>			
Has this instrument been exposed to <b>ANY HAZARDOUS MATERIALS</b> ? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please contact Customer Service at 800-680-1220 before sending the unit in for service.			
Are there any special contractual requirements that need to be followed for these units? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, explain:			
Service Price*:		FastTrak Price** (if available):	
Item	Model#:	Serial #:	SR#:
<b>Service Type:</b> <input type="checkbox"/> Standard Calibration <input type="checkbox"/> Standard Repair & Calibration <input type="checkbox"/> Standard+ Calibration <input type="checkbox"/> Standard+ Calibration and Repair <input type="checkbox"/> Accredited Calibration <input type="checkbox"/> Accredited Repair & Calibration		<b>FastTrak** (if available):</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Return Reason (Please be specific):</b>			
Has this instrument been exposed to <b>ANY HAZARDOUS MATERIALS</b> ? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please contact Customer Service at 800-680-1220 before sending the unit in for service.			
Are there any special contractual requirements that need to be followed for these units? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, explain:			
Service Price*:		FastTrak Price** (if available):	

\*TSI will supply the notification number and price after the customer has submitted the form.

\*\*FastTrak is TSI's expedite service. There is an additional fee of 20% based on the value of the requested service.