

SERVICE REQUEST FORM



Ship to: TSI Incorporated
 Attn: Service Dept
 500 Cardigan Rd
 Shoreview, MN 55126 USA

Contact: Ph: 800-680-1220 or 651-490-2860
 Fax: 651-490-2874
 Web: www.tsi.com
 Email: servicerequest@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

<input type="checkbox"/> We will pay via Purchase Order.	Purchase Order #:
<input type="checkbox"/> We will pay via Credit Card. TSI will supply instructions on how to securely provide your information.	
<small>*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.</small>	

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 2nd 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"/> Calibration <input type="checkbox"/> 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 ? <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.

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

For any ISO/IEC 17025 accredited services ordered, please note that TSI uses the following decision rule: The unit is found to have passed when the readings are within the specification limits of the device as presented as the allowable range stated with each measurement above. The customer shall assess the results and uncertainty in order to determine if the results meet their needs.

REQUIRED: Additional Product Information

Item	Model#:	Serial #:	SR#*:
Service Type: <input type="checkbox"/> Calibration <input type="checkbox"/> 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? <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#*:
Service Type: <input type="checkbox"/> Calibration <input type="checkbox"/> 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? <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#*:
Service Type: <input type="checkbox"/> Calibration <input type="checkbox"/> 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? <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):	

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