

## Return Authorization Form

To ensure that required information is being forwarded to Spartek Systems, please use the current RMA form found on our repair web page ([sparteksystems.com/repair](http://sparteksystems.com/repair)).

- ✓ Please complete the following form in its entirety – an incomplete form may lead to delays in your order being processed.
- ✓ Please submit one RMA form per case returned and include with and provide prior to any shipments being returned to Spartek Systems.
- ✓ Please review the **Terms and Conditions** before completing the shipment!

### Equipment Owner

Company \_\_\_\_\_

Contact \_\_\_\_\_

Phone Number \_\_\_\_\_

Fax Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

### Equipment Is Being Shipped From

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Province / State \_\_\_\_\_ Zip Code \_\_\_\_\_

Country \_\_\_\_\_

Shipment Date \_\_\_\_\_

Courier Name \_\_\_\_\_

Way Bill # (AWB) \_\_\_\_\_

### Return Equipment To (if different than "Equipment Owner")

Company \_\_\_\_\_

Contact \_\_\_\_\_

Phone Number \_\_\_\_\_

Fax Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

### Equipment Is Being Returned To

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Province / State \_\_\_\_\_ Zip Code \_\_\_\_\_

Country \_\_\_\_\_

Date Required \_\_\_\_\_

Preferred Courier \_\_\_\_\_

Account Number \_\_\_\_\_

Repair Estimate Required?  Yes  No

Repair Report Required (\$75 per tool)?  Yes  No

Pre-Approved Repair Value \_\_\_\_\_  
See Terms and Conditions

**NOTE:** If a report is not required for all tools, then list the specific serial numbers to report.

### Contents of Shipment

To minimize shipping delays enter the Spartek Systems serial number into the RMA forms and on all corresponding customs and shipping paperwork.

| Quantity | Spartek Systems Serial Number | Spartek Systems Item Number | Failure / Issue / Reason for Return / Customer Product ID<br><i>Please include data, reports and/or additional information with your RMA that will assist with the repair</i> |
|----------|-------------------------------|-----------------------------|---|
|          |                               |                             |   |
|          |                               |                             |   |
|          |                               |                             |   |
|          |                               |                             |   |

### Additional Comments

### Terms and Conditions

- A minimum fee of \$150.00 will be applied to each tool returned to a Spartek Systems facility for the purpose of repair and/or calibration estimates. If the repair and/or calibration estimates are approved the minimum fee will be applied to the overall charges.
- In the case where the estimate is deemed too expensive and is not accepted, the tools will be returned to the owner "as is" after payment of the minimum fee has been confirmed. In the case of warranty work, these fees will be waived.
- All shipping costs, import duties and taxes are the responsibility of the sender. All courier shipping documents must indicate (be marked) as "Bill Sender" as Spartek Systems will not import any packages with any associated fees. The equipment owner should mark the shipment as "temporary export" for all equipment sent in for service/repair to avoid unnecessary fees/costs
- Spartek Systems considers E-mails an official form of written communication. Three E-mail attempts will be made to remind/notify the owner of the equipment that tools may be scrapped if the minimum fee payment and return instructions are not received by a specified date.
- If returning failed equipment, please E-mail RMA prior to shipment of equipment and include a printed copy of the RMA with the shipment.
- Spartek Systems expects to receive shipping instructions for repaired, non-repaired and/or calibrated tools within (90) ninety days of written communications from Spartek Systems stating the tool is ready for return. If those tools are not collected or approved for shipment after the ninety days, Spartek Systems may scrap and/or disassemble the tool at its discretion.

## Return Authorization Form

- ✓ Please review the **Terms and Conditions** before completing the shipment!
- ✓ You can E-mail the completed form to one of the repair facilities below by clicking the button beside the facility of choice.
- ✓ The completed form will be sent to all of the appropriate Spartek Systems contacts at that selected facility.
- ✓ Alternatively you can print the document and fax it to the appropriate facility.

### Canada Repair Facility

**Spartek Systems Inc.**

Attn: Receiving

#1 Thevenaz Industrial Trail  
Sylvan Lake, Alberta T4S 2J6 Canada

**Tel:** +1 403 887 2443

[rma\\_canada@sparteksystems.com](mailto:rma_canada@sparteksystems.com)

### USA Repair Facility

**Spartek Systems**

Attn: Receiving

1771 Westborough Drive  
Katy, Texas, USA 77449

**Tel:** +1 281 828 3030

**Fax:** +1 713 783 7206

[rma\\_usa@sparteksystems.com](mailto:rma_usa@sparteksystems.com)

### Aberdeen Repair Facility

**Spartek Systems UK Ltd.**

Attn: Receiving

Sheriffburn House  
West Broomhill, Kintore  
Aberdeenshire AB51 0XA  
United Kingdom

**Tel:** +44 1224 822580

**Fax:** +44 1224 707153

[rma\\_aberdeen@sparteksystems.com](mailto:rma_aberdeen@sparteksystems.com)

**NOTE:** Always pre-alert the Aberdeen service center with Ship Doc copies prior to shipment of the equipment.

### Dubai, U.A.E Repair Facility

**Stevens International LLC**

**Spartek Systems Ltd.**

Attn: Receiving

P O Box 38500  
Al Marabea Street; Al Quoz Indl Area-1  
Dubai, U.A.E.

**Tel:** +9714 347 6900

**Fax:** +9714 347 7479

[rma\\_dubai@sparteksystems.com](mailto:rma_dubai@sparteksystems.com)

**NOTE:** Always pre-alert the Dubai service center with Ship Doc copies prior to shipment of the equipment.

### Venezuela Repair Facility

**VenTek, S.A.**

Attn: Receiving

Carretera "K", Edif. Ventek, Urb. Libertad  
Ciudad Ojeda, Edo. Zulia  
Venezuela

**Tel:** +58 265-631-7401

**Fax:** +58 265-631-8040

[rma\\_venezuela@sparteksystems.com](mailto:rma_venezuela@sparteksystems.com)