

# ATAGO USA Service Request Form

Directions: In order to have your ATAGO product inspected, please completely fill in the form below.  
**Any missing information could delay the inspection process.**

## Tips and Shipping information:

- Clean unit thoroughly, otherwise a **\$35.00** cleaning fee may apply
- Package instrument in original storage case if possible
- Use 2-3 inches of packing material on all sides when shipping
- Insure package for full value when shipping

**Ship To:**  
**ATAGO USA Service Center**  
**14432 SE Eastgate Way #450**  
**Bellevue, WA 98007**

**Date:** \_\_\_\_\_ **Service Order Number (RMA) # R** \_\_\_\_\_

Your Company Name: \_\_\_\_\_

Accounts Payable Contact Info :  
 (Invoice Submit to): \_\_\_\_\_

Company Name on Calibration Cert: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

\_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Email: \_\_\_\_\_

## Instrument Information:

**NIST Traceable Calibration** YES  NO

**Expedited NIST Traceable Calibration** YES  NO   
 \*2-3 days turnaround.  
 Price varies depending on model.

**Full Inspection/Diagnosis Only** YES  NO   
 \*NIST Traceable Cert is not included

**Preventative Maintenance (PM)** YES  NO   
 \*This is not for handheld models.  
 Only applicable for RX, AP, SAC-i, POLAX

**As Found, As Left Data (AFAL)** YES  NO   
 \*Additional **\$30.00** for Handhelds  
**\$80.00** for Benchtop / In-Line  
**\$85.00** for RX-007α models

**Please note that shipping / Handling costs are separate**

Model Name : \_\_\_\_\_

Serial Number: \_\_\_\_\_

Model Name : \_\_\_\_\_

Serial Number: \_\_\_\_\_

Model Name : \_\_\_\_\_

Serial Number: \_\_\_\_\_

**\*Per our procedure, any data stored in your unit will be deleted.  
 ATAGO will not be liable for restoring the data\***

**Additional Comments:** If you have issues with unit, please include any error messages, erroneous readings, or abnormalities.

**Payment Information:** Service inquiries must be paid by ACH or Credit Card. We are not accepting Check payment.

Choose Card Type:



Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

\* By signing above, I authorize ATAGO USA Inc. to perform initial inspection and understand that an inspection fee of **\$60.00** (+ Shipping and Handling) for Handheld models and **\$75.00** (+ Shipping and Handling) for Highend models may be applicable. Once the instrument is received and inspected, ATAGO will provide a detailed diagnosis and quotation for repair/replacement. Approval will be required before any repair is performed or any charges are applied to the credit card. If inspecting under warranty, no inspection fee will be charged.