

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:

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

- Clean unit thoroughly, otherwise a **\$37.00** 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

Date: _____ **Service Order Number (RMA) # R** _____

Your Company Name: _____

Accounts Payable Contact Info :
(Invoice Submit to): _____

Company Name on NIST Calibration Cert: _____

Contact Name: _____

Contact Name: _____

Shipping Address: _____

Address: _____

City _____ State _____ Zip _____

City _____ State _____ Zip _____

Phone: _____

Phone: _____

Email: _____

Email: _____

Instrument Information:

NIST Traceable Calibration YES NO
*7-10 days turnaround.

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
\$88.00 for RX-007α models

Model Name : _____ **Model Name :** _____ **Model Name :** _____

Serial Number: _____ **Serial Number:** _____ **Serial Number:** _____

To comply with health and safety at work, you are required to declare if any substance used on ATAGO instrument are hazardous. Please check all the boxes that apply:

The product(s) was/were never exposed to any radiological, biological, or chemical agents and is safe to handle.

One or more of the product(s) was/were used in conjunction or exposed to radiological, biological, or chemical agents and has been decontaminated, rendering it safe for handling.

- Per our procedure, any data stored in your unit will be deleted. ATAGO will not be liable for restoring the data
- Please also note that shipping / handling costs are separate.

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:      **ACH (Wire Transfers)**

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 **\$62.00** (+ Shipping and Handling) for handheld models and **\$77.00** (+ 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. A storage fee will be assessed after a 10-day grace period upon diagnosis and quotation for repair/replacement is provided. The storage fee is 5% of the MSRP of the devices and will be charged per day until the order is resolved.