

Company Information:		Returned Tool Details:	
Date:		Model #:	
Contact Name:		Model #:	S/N:
Company Name:		Model #:	S/N:
Telephone Number:		Model #:	S/N:
Email Address:		Model #:	S/N:
Confirm Email Address:		Model #:	S/N:

Problem Identification:	
<i>History: (include statement detailing tool's history)</i>	<i>Acquisition System:</i>
	Logger Type: _____
	Software Version: _____
	Operating System: _____
	Serial #: _____
<i>Logging Conditions:</i>	<i>Fault Indications:</i>
Wireline Type: _____	
Wireline Length: _____	
Pressure / Depth: _____	
Other Information: _____	
<i>Investigations: (describe tests performed to identify the source of the fault)</i>	

Billing Information:
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Quote Requested before Repairs? 

YES	NO
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Has the equipment been decontaminated? 

YES	NO
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**Credit Card Information:** Credit Card Type: \_\_\_\_\_

*Repairs may be paid via credit card for orders up to \$5000.* Credit Card Number: \_\_\_\_\_

**Credit Card information/payment is not required for repair.** Name on Card: \_\_\_\_\_

**If preferred, submit your credit card information on this form or call us at +1-303-279-3211 to set up payment method. All repair invoices must be paid in full before return shipping.** Expiration Date: \_\_\_\_\_

Security Code: \_\_\_\_\_

Repair Service Charges:	
Labor Rate for non-warranty repairs <i>(no diagnostic charge)</i>	\$115.00 / hour
Replacement Parts	As required
Customs Clearance Fees <i>(International Only)</i>	As required
Return Shipping Charges <i>(if applicable)</i>	As Required

**Warranty Repairs:**

Warranties on equipment only apply to purchases from Mount Sopris Instruments within one year of repair date.  
 All repairs on existing tools have a six month warranty.  
 PM Tubes, Gamma Crystals, and any general damage caused by customer error are not covered under Warranty repair.

## Shipping Information:

**PLEASE BE ADVISED:**

1. Customer is responsible for return shipping charges to Mount Sopris Instruments, COD shipments are not permitted and will delay repair of equipment.
2. Any packaging that is not sufficient for return shipping will be discarded, including all plastic tubes for probes and worn out boxes. New packaging will be made available at customer's expense.

**ATTENTION INTERNATIONAL CUSTOMERS:**

1. Customer is responsible for return shipping charges to Mount Sopris Instruments, COD shipments are not permitted and will delay repair of equipment.
2. CPT shipments are allowed up to Denver International Airport. Mount Sopris Instruments can then clear and deliver goods to our facility. All customs clearance and final delivery charges will be charged back to customer. Door to door shipments (DDP) are suggested. You may contact [logistics@mountsopris.com](mailto:logistics@mountsopris.com) for any assistance or questions.
3. The following documents are needed for all International return shipments to the U.S.A.

**1. Commercial Invoice (needs to contain the following information)**

- Description of goods - include part number of product and serial number if available.
- Country of Origin: (U.S.A.)
- (HTS) Harmonized Code (include the following on the commercial invoice)  
9801.00.1012 - "U.S. Goods Returned for Repair"
- RMA Number: *if available*
- Value of Goods
- Signature

**2. Packing List (needs exact weights and dimensions of each package returned)**

**3. Waybill (the nominated carrier of your choice will provide this document upon setting up the shipment)**

NOTE: Please check with your local customs authority before sending equipment to the U.S. Every customs authority has different procedures and documentation requirements. Some countries require that goods returning to the U.S. be registered prior to shipping.

After the above documents are completed, please scan and email to the below email address and MSI contact.

[logistics@mountsopris.com](mailto:logistics@mountsopris.com)

If above documents are not received, customs clearance and the repair process will be delayed. Mount Sopris Instruments is not responsible for any customs clearance delays due to non-receipt or inaccurate documents.

## Return Shipping Information (After Repair)

<b>Customer Bill-To Address:</b>		<b>Customer Return Ship-To Address:</b>
	Company Name:	
	Address	
	Address	
	City, State, Zip	
	Country	
<b>Shipping Account:</b>		<b>Return equipment to the following address:</b>
MSI Account	<small>MSI will pre-pay ship costs and add to invoice</small>	Mount Sopris Instruments
Your account #:		4975 East 41st Avenue
Carrier: (ex.FedEx, UPS,etc.)		Denver, CO 80216 USA
		Tel: +1-303-279-3211