

# Return for Repair Form

Company Information:	Returned Tool Details:																				
Date: <input style="width: 100%;" type="text"/> Contact Name: <input style="width: 100%;" type="text"/> Company Name: <input style="width: 100%;" type="text"/> Telephone Number: <input style="width: 100%;" type="text"/> Email Address: <input style="width: 100%;" type="text"/> Confirm Email Address: <input style="width: 100%;" type="text"/>	<table style="width:100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Model #:</td> <td style="width: 40%;"><input style="width: 100%;" type="text"/></td> <td style="width: 30%;">S/N:</td> <td style="width: 10%;"><input style="width: 100%;" type="text"/></td> </tr> <tr> <td>Model #:</td> <td><input style="width: 100%;" type="text"/></td> <td>S/N:</td> <td><input style="width: 100%;" type="text"/></td> </tr> <tr> <td>Model #:</td> <td><input style="width: 100%;" type="text"/></td> <td>S/N:</td> <td><input style="width: 100%;" type="text"/></td> </tr> <tr> <td>Model #:</td> <td><input style="width: 100%;" type="text"/></td> <td>S/N:</td> <td><input style="width: 100%;" type="text"/></td> </tr> <tr> <td>Model #:</td> <td><input style="width: 100%;" type="text"/></td> <td>S/N:</td> <td><input style="width: 100%;" type="text"/></td> </tr> </table>	Model #:	<input style="width: 100%;" type="text"/>	S/N:	<input style="width: 100%;" type="text"/>	Model #:	<input style="width: 100%;" type="text"/>	S/N:	<input style="width: 100%;" type="text"/>	Model #:	<input style="width: 100%;" type="text"/>	S/N:	<input style="width: 100%;" type="text"/>	Model #:	<input style="width: 100%;" type="text"/>	S/N:	<input style="width: 100%;" type="text"/>	Model #:	<input style="width: 100%;" type="text"/>	S/N:	<input style="width: 100%;" type="text"/>
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## Problem Identification:

<i>History: (include statement detailing tool's history)</i>	<i>Acquisition System:</i>	
	Logger Type & S/N:	<input style="width: 100%;" type="text"/>
	LoggerSuite Software Version:	<input style="width: 100%;" type="text"/>
	Laptop Operating System:	<input style="width: 100%;" type="text"/>
	WellCAD Software Version #:	<input style="width: 100%;" type="text"/>
<i>Logging Conditions:</i>	<i>Fault Indications:</i>	
Wireline Type:		
Wireline Length:		
Winch Model:		
Other Information (eg. depth):		
<i>Investigations: (describe tests performed to identify the source of the fault)</i>	<i>List (if any) hazardous material that came into contact</i>	<i>Has the tool been properly decontaminated?</i>
		Yes      N/A
		No

## Billing Information:

Quote Requested before Repairs?	YES	NO	
Has the equipment been decontaminated?	YES	NO	
<b>Credit Card Information:</b>	Credit Card Type: <input style="width: 100%;" type="text"/>		
<i>Repairs may be paid via credit card for orders up to \$5000.</i>	Credit Card Number: <input style="width: 100%;" type="text"/>		
<b>Credit Card information/payment is not required for repair. 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.</b>	Name on Card: <input style="width: 100%;" type="text"/>		
	Expiration Date: <input style="width: 100%;" type="text"/>		
	Security Code: <input style="width: 100%;" type="text"/>		

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

- ❖ All equipment sent to MSI for repair evaluation will be subject to a \$350 evaluation fee. Tools that are not repairable are eligible to be scrapped and the evaluation fee will be waived.
- ❖ To reduce turn-around time and cost, repair estimates are not normally provided.
- ❖ Customer equipment not paid within 30 days following the completion of repair, will be subject to a 5% monthly charge to cover carrying costs. After 12 months, Mount Sopris has the right to dispose of the equipment

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