



# Repair Request Authorization

**Note: Each unit will be subject to a \$150.00 diagnostic fee if repairs are not authorized. Diagnosis will begin once a PO for the fee is provided to DMS.**

**For DMS Use Only:**

DATE RECEIVED:

EXPEDITE:  (May result in additional charges)

**Customer Bill To:**

Company Name		Purchase Order No.
Contact Name		E-mail Address
Phone		Fax
Address		
City	State	ZIP Code

**Customer Ship To:**  Same as Bill To Address

Company Name		
Contact Name		E-mail Address
Phone		Fax
Address		
City	State	ZIP Code

**Shipping: Please ensure "Service Center" is on the outside of the package and that a copy of this form is included.**

**NOTE: No packing peanuts allowed**

**Equipment should be sent to:**  
DM Solutions  
66 Granby St, Bloomfield CT 06002  
Attn: Service Center

**Return Shipping Information:** If shipping instructions are not provided, your machine will be returned using the freight company of DMS's choosing. All freight and handling charges are at the customer's expense.

Method, Carrier, and Account #	Shipping Insurance: Yes <input type="checkbox"/> No <input type="checkbox"/> Amount:
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**Equipment to be Evaluated, Serviced, or Repaired: Included all components in the shipment (controller, cables, head, etc.)**

Part #	Model No.	Serial No.	Description of Problem

The undersigned agrees to the terms as included in this agreement:

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

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



## SERVICE PROCESS:

- 1) Complete Repair Request Authorization Form
- 2) Email the completed copy of the form to [Service@relyondms.com](mailto:Service@relyondms.com)
- 3) Properly package the equipment, including a printed copy of the RRA with the equipment, and ship to DMS
- 4) Once received, DMS will contact the customer to confirm receipt of equipment and coordinate P.O. for the diagnostic fee.
- 5) DMS will conduct an evaluation and communicate to the customer any findings, with a corresponding quote for the required repairs or service.
- 6) Customer authorizes work by revising the P.O., work is completed, and equipment is returned to the customer.

## IMPORTANT!

**Equipment sent to DMS without an RRA form included will not be accepted and returned at the customers' expense.**

**Equipment sent with insufficient packaging that will require new packaging to return the equipment to the customer will be subject to an additional \$250.00 charge.**

## TERMS AND CONDITIONS:

**ACKNOWLEDGMENT AND AUTHORIZATION:** Customer cannot return equipment under any circumstances without a Return Request Authorization form completed. Once the equipment is received, Customer has **thirty (30) days** to acknowledge and issue P.O. for diagnostic fee and/or service work quoted. If no acknowledgment is received and return instructions are not provided DMS will return the equipment at the customer's expense and select a carrier/method at its discretion.

**COSTS:** All service and repair evaluations require a non-refundable \$150 (per machine) to be paid before service. Evaluations include a breakdown of what needs to be repaired along with an estimated cost for the complete service or repair including estimated freight charges. If Customer chooses to complete the repair, the non-refundable evaluation fee will be applied toward your final invoice. Payment is due in full upon receipt of invoice.

**WARRANTY:** Except as specifically agreed otherwise in this Contract, DMS warrants that the Services shall (i) be performed with reasonable skill, care, and diligence, in a good and workmanlike manner and in accordance with customarily accepted professional practices and (ii) be free from material defect for a Warranty Period of **three (3) months** from return shipment. Customer's sole remedy for breach of this warranty is to have DMS re-perform the Services at DMS's sole cost and expense.

DMS shall be under no liability for breach of the warranty set forth herein for wearing and consumable parts or to the extent any damage or nonconformity is caused by: (i) improper installation (if installed by other than DMS), use, maintenance and/or service; (ii) modification or alternation by other than DMS; (iii) delays in notifying DMS of the alleged defect; (iv) equipment, component, materials or parts supplied by or on behalf of Purchaser; and/or (v) failure to perform proper long-term storage preparations per DMS's instructions.

DMS reserves the right to determine if warranty repair will be performed at the Customer's location by an authorized representative, or to be shipped to DMS's Service Center for examination. In the case of warranty repairs performed at DMS's facility, all efforts will be made to repair and/or replace any or all defective components in an expedient manner.

**LIABILITY:** DMS's total liability for any and all claims, damages, losses, and injuries arising out of or relating to DMS's performance or breach of any term herein shall not exceed the price of the Goods and Services provided hereunder.

*IN NO EVENT, WHETHER IN CONTRACT, TORT OR OTHERWISE, SHALL SELLER BE LIABLE FOR LIQUIDATED, INDIRECT, EXEMPLARY, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, EXPENSES OR COSTS, INCLUDING BUT NOT LIMITED TO: (1) LOSS OF PROFITS, BUSINESS OR GOODWILL; (2) LOSS OF USE OF EQUIPMENT OR FACILITIES; OR (3) LOSS RESULTING FROM UNUSABLE MACHINERY OR FACILITY DOWNTIME, HOWSOEVER CAUSED AND EVEN IF THE POTENTIAL FOR SUCH DAMAGES WAS DISCLOSED AND/OR KNOWN.*