

Curtis Warranty Returns Form



CURTIS

How to use this fillable PDF form:

1. Download form to your desktop.
2. Complete all fields.
3. Email to Customer Service, Curtis IT by using the blue "Email" button at the bottom of this form, or print and fax to 0254101215.
4. To print, use the blue "Print" button at the bottom of this form.

Company Name: Date:

Contact Name:

Account Number:

Bill to Address: Ship to Address:

Phone: Fax:

Email:

Some testing/failure analysis procedures used will incur charges if the item is out of warranty. Please provide a purchase order number (or signature) below, to authorise our actions on your behalf:

Purchase Order: Signature: _____

Product Details

Quantity: Curtis Part/Model No:

Serial Number:

Please provide details of the reported issue:

Service Options

- | | | | | |
|--------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <input type="checkbox"/> Test Only
Out of warranty unit. | <input type="checkbox"/> Repair Only
If possible, out of warranty unit. | <input type="checkbox"/> Warranty Investigation
ID's warranty validity and test/repair options. | <input type="checkbox"/> Failure Analysis
Determine root cause of failure and produce report. Methods may render unit unsuitable for return after completion. | <input type="checkbox"/> Programming
Speed controllers, chargers. |
|--------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|

Where possible, should Curtis return your item after completion of request? Yes No
Carriage will be charged

PLEASE NOTE:

- Complete and return form **before** returning the item.
Any missing information may delay the processing of your service request.
- Once received, a returns number (RMA) will be issued, along with instructions of how/where to return your item.
- Evaluations will take apx 5 weeks and standard lead times apply for replacement parts.
- For further information after return, contact ittechnical@curtisinst.it