

Televac® - The Fredericks Company Service Order/RMA Request Form

1. Description

Please fill out this form completely. Once submitted, a Televac® representative will contact you to provide a service order/RMA number. Customer service can be reached at sales@frederickscompany.com or +1 215 947 2500 between 8:00 AM and 4:00 PM ET, Monday to Friday. Please wait to return any equipment until you receive a service order/RMA number. Equipment received without a service order number or documentation will not be processed by the calibration lab and may result in a service charge.

2. Individual Contact Information			
Name:		Company:	
Email:		Phone:	
3. Shipping Address			
Street Address:			
Address Line 2:			
City:	State:	Zip:	Country:
4. Billing Address ([] same as shipping	g address)		
Street Address:			
Address Line 2:		T	
City:	State:	Zip:	Country:
5. Payment Method (for customers wit	th credit terms)		
Purchase Order (PO) Number:			
6. Payment Method (for customers pay	ying with a credit card)		
Credit Card:	[] Visa	[] MasterCard	[] American Express
Name (as it appears on card):			
Credit Card Number:		Security Code:	Expiration Date:
Billing Address: ([] same as ship to) ([] same as bill to)		
City:		State:	Zip:
7. Type of Return (select only one)			
Calibration	Service		Warranty
ISO 17025 Accredited Calibration	Evaluation/Repair		Warranty
NIST Traceable Calibration	Cold Cathode Ser		
Factory Calibration	Cold Cathode Data Certificate		
	Sensor Certificate of Compliance Simulator Certificate of Compliance		
		•	
	•	ertificate of Compliance	
1. ISO/IEC 17025 accredited vacuum calibrati			
using a simple decision rule outlined in for	m televac_tolerances, and	use the order acknowledgm	ent "ship to" address as the customer
name and address 2. ISO/IEC 17025 accredited vacuum calibrati	ons cannot be combined u	vith other types of calibration	ne
			ISO 17025 accredited calibration of
specific channels with NIST traceal			
3. For ISO/IEC 17025 accredited and NIST trace	ceable calibrations, you mu	ust return the controller, sens	sors, and cables (active gauges do not
require that cables are returned)			

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Failure to return all necessary equipment may result in additional charges and delays in your order

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8. Equipment Being Returned for Calibration or Service			
Note: The calibration lab will not process equipment received without a service order number, which may result in additional charges.			
Model:	Serial Number:	Gauges for Calibration:	
Model:	Serial Number:	Gauges for Calibration:	
Model:	Serial Number:	Gauges for Calibration:	
Model:	Serial Number:	Gauges for Calibration:	
Model:	Serial Number:	Gauges for Calibration:	

9. Special Instructions, Additional Calibration Points, Reason for Return (if other than calibration), and Other

1. Default calibration points can be found here. Tredefickscompany.com/products/televac-cambration-tolerances/			
a. If other calibration points are required, they must be explicitly stated on this form and shown on the order acknowledgment			
b. Additional calibration points are an additional charge per point			
2. Please specify which channels (or stations) require calibration if you are returning a controller			
3. If this is an evaluation or repair, please describe the issues you're experiencing with the unit			
4. In addition to the above, please feel free to use this section to provide any additional information for your service order/RMA			
10. Requested Method of Shipment (if collect, please provide FedEx or UPS account number)			
To requested inethod of shipment (in concest, please provide reals, of of 3 account number)			
11. Hazardous Materials Declaration			
In compliance with Federal OSHA Safety Standard 1910.1200, Hazard Communication "need and right to know", Televac®			

[] I Agree

requires that all returned equipment does not present a potential health risk to personnel that can occur when receiving, dismantling, or servicing potentially contaminated equipment. Televac® cannot accept any biological hazards, radioactive material, organic metals, or mercury-contaminated equipment. Equipment will not be processed if these terms are not met. By

checking the box below (required), you certify that all equipment sent to Televac® meets the above requirements.