



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 (<input type="checkbox"/> same as shipping address)			
Street Address:			
Address Line 2:			
City:	State:	Zip:	Country:

5. Payment Method (for customers with credit terms)	
Purchase Order (PO) Number:	

6. Payment Method (for customers paying with a credit card)			
Credit Card:	<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> American Express
Name (as it appears on card):			
Credit Card Number:	Security Code:	Expiration Date:	
Billing Address: (<input type="checkbox"/> same as ship to) (<input type="checkbox"/> 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 Service	
Factory Calibration	Cold Cathode Data Certificate	
	Sensor Certificate of Compliance	
	Simulator Certificate of Compliance	
	Simulator NIST Certificate of Compliance	

1. ISO/IEC 17025 accredited vacuum calibration certificates will by default, unless explicitly requested, include a statement of conformity using a simple decision rule outlined in [form televac_tolerances](#), and use the order acknowledgment "ship to" address as the customer name and address

2. ISO/IEC 17025 accredited vacuum calibrations cannot be combined with other types of calibrations

a. For example, you cannot return a multi-channel controller (MX200, MM200, MC300) for ISO 17025 accredited calibration of specific channels with NIST traceable calibration for other channels

3. For ISO/IEC 17025 accredited and NIST traceable calibrations, you must return the controller, sensors, and cables (active gauges do not require that cables are returned)

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

