

# DATATRACE RETURNED GOODS AUTHORIZATION

<b>SHIP TO:</b> Company _____ Address _____ _____ City _____ State _____ Postal Code _____ Country _____	<b>BILL TO: (If different than Ship-To Address)</b> Company _____ Address _____ _____ City _____ State _____ Postal Code _____ Country _____
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PURCHASE ORDER #: \_\_\_\_\_ -OR-  FAX me a Credit Card Payment Form  
**NOTE: Purchase order or pre-payment is required prior to starting any service work**

Contact Person: \_\_\_\_\_ Telephone: \_\_\_\_\_

Fax # \_\_\_\_\_ e-mail: \_\_\_\_\_

RGA Number: \_\_\_\_\_ Customer Number: \_\_\_\_\_  
 (To be filled in by Mesa) (optional)

Contact me with cost estimate  Yes;  No

### LIST OF LOGGERS TO BE RETURNED

	SERIAL #	WORK			COMMENT
		As Recvd Refurb	Refurb		
1		<input type="checkbox"/>	<input type="checkbox"/>		
2		<input type="checkbox"/>	<input type="checkbox"/>		
3		<input type="checkbox"/>	<input type="checkbox"/>		
4		<input type="checkbox"/>	<input type="checkbox"/>		
5		<input type="checkbox"/>	<input type="checkbox"/>		
6		<input type="checkbox"/>	<input type="checkbox"/>		
7		<input type="checkbox"/>	<input type="checkbox"/>		
8		<input type="checkbox"/>	<input type="checkbox"/>		
9		<input type="checkbox"/>	<input type="checkbox"/>		
10		<input type="checkbox"/>	<input type="checkbox"/>		
11		<input type="checkbox"/>	<input type="checkbox"/>		
12		<input type="checkbox"/>	<input type="checkbox"/>		
13		<input type="checkbox"/>	<input type="checkbox"/>		
14		<input type="checkbox"/>	<input type="checkbox"/>		
15		<input type="checkbox"/>	<input type="checkbox"/>		
16		<input type="checkbox"/>	<input type="checkbox"/>		
17		<input type="checkbox"/>	<input type="checkbox"/>		
18		<input type="checkbox"/>	<input type="checkbox"/>		
19		<input type="checkbox"/>	<input type="checkbox"/>		
20		<input type="checkbox"/>	<input type="checkbox"/>		

Ship via:  Ground (5-7 days)  Second Day  Overnight

**Return Shipment via Mesa default carrier unless alternate is specified below**  
 Alternate Shipping Method (describe) \_\_\_\_\_

Customer Shipping Company Account Number \_\_\_\_\_

# **DATATRACE RETURNED GOODS AUTHORIZATION - INSTRUCTIONS**

## **General Information**

- 1) Print a copy of this RGA form, fill out the information as instructed below and FAX the completed form to 303-987-8989. Include a copy of this form with your shipment.
- 2) Please fill out the Ship-To and Bill-To addresses completely.
- 3) Note that a Purchase Order or pre-payment with a credit card is required, before any service work will be performed.
- 4) Please provide complete contact information, including your Mesa Labs customer number, if known. (The format for your customer number is "30-3ME0000")
- 5) The RGA Number will be assigned by Mesa after receiving the RGA form.
- 6) If you need a cost estimate, check the appropriate box.
- 7) Return shipments are made by default carrier (usually Fed Ex or UPS) unless you specify an alternate method. You can input your company's account number to automatically charge your account or we will ship under our account and add the shipping costs to your invoice.

## **List of Loggers**

**First Column** – Enter the serial number for each logger. If returning more than 20 loggers, use an additional form.

**Second Column** – Check the work you want performed. All services include battery replacement, all repairs necessary and a NIST traceable calibration report. Select the service that fits your needs from the following:

**AS Received/Refurb** – Check if you want to include an "As Received" calibration certificate for a small additional fee. If selected, this additional fee is charged irregardless if data is obtained from the logger during this process. Refurbishment service includes all repairs necessary, plus recalibration, verification and NIST-traceable Report of Calibration documentation at multiple selected standard points for each parameter.

**Refurb** – Refurbishment service includes all repairs necessary, plus recalibration, verification and NIST-traceable Report of Calibration documentation at multiple selected standard points for each parameter.

**Third Column** – Include any comments that would be helpful to Mesa's technicians in repairing a malfunctioning logger, such as symptoms of a failure or error messages.

**NOTE: It is extremely helpful in the diagnosis and repair process to send data to Mesa (either electronically or in hard copy) that illustrates logger malfunctions. This ensures that the appropriate repairs are made in a timely manner. For assistance call 800-525-1215 or 303-987-8000.**