

Meiji Techno America, 5895 Rue Ferrari, San Jose, CA 95138
(800) 832-0060 Phone (408)226-0900 Fax
Instrument Repair / Return Form

Today's Date: _____ RMA# _____

Date Purchased: _____ (Call 1-800-832-0060 to obtain a RMA #)

Customer Information

Street Address

Billing Address (if different)

Company: _____

Address: _____

Contact: _____

Phone:(____) _____ Fax:(____) _____

Email: _____

Microscope Dealer bought
from: _____

Sales Order/ Purchase Order

Microscope Instrument Information

Manufacturer: MEIJI TECHNO AMERICA

Model: _____

Accessories: _____

Service(s) to be performed/Reason for Repair:

How do you want this instrument returned to you upon completion of repair?

Ship via: ___ Ground ___ 3-day ___ 2-day ___ Overnight

UPS Account # _____ Fedex Account# _____

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MEIJI TECHNO AMERICA
PRODUCT REPAIR PROCEDURE

To have your Meiji Techno Product Serviced, please call 1-800-832-0060 first and ask to speak with the Technical Support Team member. An RMA # will be given if the product is under warranty and meets the warranty terms. All Meiji Techno Products are sent to the manufacturing facility in Japan to our factory trained service technicians. Meiji Techno only uses genuine Meiji Techno parts for our repairs. The typical repair is completed within 3-6 weeks of the receipt of a product.

WARRANTY

Please see the warranty information included with the Meiji Techno Product.

Meiji Techno warrants that its products will be free from defects due to manufacturing of parts failure under normal microscopy use for the stated length of the warranty period. If any product proves to be defective within the warranty period, the customer must return the unit at their expense, to Meiji Techno America. Meiji Techno at its sole discretion, will repair, replace or adjust the defective product that meets all the terms and conditions of the warranty, without expense to the customer.

WHAT IS NOT COVERED UNDER WARRANTY

Please see the warranty information included with your product for the full terms and conditions.

The warranty does not cover any defects or damage resulting from wear, tear, abuse, misuse, such as but not limited to exposing the unit to impact, force, sand, liquid or servicing the product by anyone other than the Meiji Techno America Service center.

The warranty is valid for the original purchaser of the product and is not transferable. A warranty card needs to be completed and submitted to be covered under warranty.

Discontinued products may no longer be eligible for servicing.

BILLABLE REPAIR

Meiji Techno products no longer covered by warranty may still be sent to us for service repair.

Please contact our Meiji Techno Technical Support Team member at 1-800-832-0060 to inquire about repair pricing.

If you receive a repair estimate, and agree to the cost, contact our Meiji Techno Technical Support Team Member on how to proceed.

IMPORTANT: Before you pack your product, please write down your model number and serial number to keep for your reference. Also provide a detailed explanation of the problem/symptoms occurring with your unit, contact name and phone number where we can reach you along with a return address where the unit will be sent back.

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SHIPPING RECOMMENDATIONS

- ✓ The original packing container is always the best packaging. Otherwise remove all optics such as objectives, eyepieces, heads, etc. and bubble wrap them individually.
- ✓ Remove any attachments like lamphouses, condenser carriers, etc.
- ✓ All Beam splitter levers needs to be pushed in and taped to keep them from getting bent during shipment..
- ✓ Bubble wrap the entire stand then pack in an inner box then put the inner box in an outer packaging.
- ✓ Do not send in an envelope.
- ✓ Insure your package
- ✓ A copy of your bill of sale and a copy of your warranty card (if you have a warranty repair.)
- ✓ Choose a carrier that offers package tracking or delivery confirmation. (like UPS, FEDEX)
- ✓ Any items that are not made by Meiji Techno America should not be sent with the unit.

Print two copies of the form below, Include one in the package and keep one for your records.

Sincerely,

Technical Support and Customer Service Department
Meiji Techno America
www.meijitechno.com