

SERVICE OR REPAIR REQUEST FORM



Please provide requested information below and return for RMA

Bill to		Ship to	
Company		Company	
Address		Address	
City		City	
State	ZIP	State	ZIP
Contact person Mr Ms Mx		Contact person Mr Ms Mx	
Phone		Phone	
E-mail		E-mail	

Machine information

Manufacturer Model

Tool information

Serial number (e.g. 2-12345) Article number (e.g. 711WWW00207E6A-195)

Form of tool application Metal Aluminum Composite Plastic Other

Purchase date* Unit purchased through

*Purchase date is required for warranty coverage evaluation. Please attach documentation to verify date of delivery.

Describe reason for repair

Special instructions

Approval signature Date

This signature authorizes BENZ to proceed with the evaluation of the aggregate noted on this form. BENZ charges a \$300.00 evaluation fee plus, shipping & handling should you decide not to have the item repaired following our estimate. Note that the aggregate will be returned disassembled, if not repaired. The evaluation fee is waived when proceeding with the repair and a purchase order or payment is received by BENZ within 30 days of quotation. BENZ shall have at all times a first lien or security interest upon all equipment and other person property of CUSTOMER delivered to BENZ for evaluation or repair as security for CUSTOMER's payment for such services by BENZ. CUSTOMER shall not be entitled to possession of such property until all sums due BENZ for repair and/or evaluation shall first have been fully paid. If CUSTOMER shall not fully pay all sums due BENZ within 180 days of the date on which BENZ bills CUSTOMER for same, CUSTOMER shall automatically forfeit all rights in the property and such property shall become the property of BENZ without liability of BENZ to CUSTOMER whatsoever therefore and BENZ may sell or otherwise dispose of such equipment or property in any way it deems appropriate. CUSTOMER has reviewed this forfeiture provision and agrees that these terms are fair and equitable given the nature of CUSTOMER's property and the services being provided by BENZ.

International Shipments: For our customer shipping into the USA, please note that BENZ is not responsible for duties, fees or shipping charges that are attained in the repair process.

All service work is subject to the General Terms & Conditions of BENZ Tooling – a Business Unit of SCHENCK USA CORP.