

## **UEI Test Instruments Product Return Procedures**

### **Product Return Procedures (USA) when product covered under UEI Manufacturer Warranty**

Check test leads batteries and fuses and locate proof of purchase prior to calling or returning unit(s).

#### **Call UEi Service and Returns Department at 1-800-547-5740 to provide:**

1. Set up product, contact and payment information
2. You will receive a Service Number & Return Merchandise Authorization (RMA) number.
3. Pack instrument with contact information and service number.
4. Clearly mark RMA number on the outside of package

If unit is under warranty, the product will be repaired and returned at no charge. This includes repair parts and labor (or product replacement at UEI's discretion) and prepaid return freight. Some exclusion applies. See the full limited warranty details in the product manual.

If the product is a non-warranty repair, we notify users of all charges prior to repair and require pre-authorization to expedite the repair process. We offer flat rate pricing for standard non-warranted services.

#### **Guaranteed Priority Turn around**

If your UEi combustion analyzer needs to be serviced quickly, just call in advance to schedule a guaranteed one (1) business day turn around or two (2) day turn around for analyzers fitted with NO1. To request this service please call to schedule an appointment.