



491L Blue Eagle Avenue
Harrisburg, PA 17112
717-901-8891 (phone)
717-901-8114 (fax)

Return Material Authorization Instructions

Dear Customer,

Thank you for choosing Environmental Equipment & Supply, LLC for your repair needs. Please review the below instructions for completing your RMA.

- Fill out, sign and return the attached RMA form via fax or email to:
sales@envisupply.com.
- Fill out a separate RMA form for each piece of equipment being repaired/evaluated.
- Upon receipt of your form, a Customer Service Representative will call you with an RMA number and to obtain payment information.
- Write the RMA number on the outside of the shipping box and insert a copy of the form along with the equipment.
- Once the equipment has been received a technician will contact you with an evaluation and approximate cost of repairs.
- When the repairs are complete we will return the equipment to you via UPS Ground.
- **All equipment must be cleaned prior to sending in for repair/evaluation.**

You will be charged \$60.00 for evaluation or the cost of repairs, whichever is greater. The evaluation cost will be put towards the cost of a new unit if you wish to purchase a unit in lieu of repair.

The customer is responsible for all shipping costs.

Contact us if you have any questions concerning your repair.



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RMA Number: _____

CUSTOMER BILLING ADDRESS:

CUSTOMER SHIPPING ADDRESS:

CONTACT NAME: _____

PHONE NUMBER: _____

EMAIL ADDRESS: _____

EQUIPMENT DESCRIPTION: _____

EQUIPMENT MANUFACTURER: _____

EQUIPMENT MODEL: _____

EQUIPMENT SERIAL NUMBER: _____

SALES PERSON: _____

DESCRIPTION OF PROBLEM:

AUTHORIZING SIGNATURE

DATE