



Return Material Authorization (RMA)

Before returning any products to Guided Wave you must receive an RMA number.
To receive an RMA number please complete and return this form.
You will be contacted within 24 hours (Monday through Friday- business days)

Email Completed Form To: gwsupport@guided-wave.com

Submit by Email

Print Form

Please provide APPROVAL and SHIP TO information below.

Before we begin the repair, GW will contact you with a price quote and an estimated repair or replacement delivery date.

APPROVAL CONTACT	
Date Submitted	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Company	<input type="text"/>
Department	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>
Mobil Phone	<input type="text"/>

RETURN SHIP TO ADDRESS*	
Attention / Name	<input type="text"/>
Company	<input type="text"/>
Address 1	<input type="text"/>
Address 2	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Zip / Postal Code	<input type="text"/>
Country	<input type="text"/>

* Return shipping from Guided Wave is pre-paid and add, by Federal Express. Domestic is 2 day service. International is 3-5 day service. If you require a different shipping method please provide your account numbers, freight forwarder or other shipping contact information at time of return.

ITEM TO BE RETURNED	
Part Description / Name**	<input type="text"/>
Specific Problem or Service Needed?	<input type="text"/>
Part Number	<input type="text"/>
Quantity Returned	<input type="text"/>
Serial Number (s)	<input type="text"/>

** Returning a probe or flowcell? Please note an MSDS is required with the return.

PAYMENT INFO		COMMENTS / SPECIAL INSTRUCTIONS
PO Number	<input type="text"/>	<input type="text"/>
Credit Card ***	Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="text"/>
Guided Wave Use Only		<input type="text"/>
Warranty:	Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="text"/>
RMA # Assigned	<input type="text"/>	<input type="text"/>

*** At this time Guided Wave accepts credit cards for US customers only. For your security you will be contacted for your credit card information.