



14 Helping Hands Way, Pisgah Forest, NC 28768

Professional Broadcast Equipment Repair Form (RMA)

Email: biz_services@alpine-optics.com

Please complete and include this RMA with your equipment for service.

Contact Information – All Customers

Company Name _____ Today's Date _____
 Contact Name _____ Address 1 _____
 Phone: _____ Address 2 _____
 Email: _____ City: _____ State: _____ Zip Code: _____

Technical Contact – All Customers

Contact Name _____ Cell Phone # _____
 Email _____ Office Phone # _____

Please be advised – All Customers:

Alpine Optics reserves the right to auto-return to address of origin items which have been submitted to Alpine Optics for repair but remain unclaimed after 15 days post completion notice has been sent notifying customer that the repair has been completed or that such repair cannot be performed. In the unlikely event that any additional damage is found during the repair process, a revised estimate will be sent to you for your review and authorization.

Product / Item Information – All Customers

Model Name _____ Serial Number _____

Describe Issue and / or Problems

List any accessories you included for evaluation and how they relate to the issue(s).

New & Non-Credit Account Customers (Pay In Advance Customers - PIA)

Payment Terms (Pay In Advance Customers)

Full Payment due upon approval of Estimate – work (and parts orders) will commence once payment is received.
Approved Payment methods: Check, credit card and ACH via QuickBooks Online, is available. ACH payments are also accepted from customers who utilize their own ACH subscriptions. Alpine Optics will provide ACH information upon request.

Please include a return shipping label with your equipment shipped. An pickup order will be needed when ready.

Please indicate preferred payment preference below on this form.

Please select preferred payment method:

- Electronic payment** (QBO invoice will be sent to you once estimate is approved.)
 Paper check in US Post