



2260 Hendersonville Hwy, 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 the address of origin items that have been submitted to Alpine Optics for repair but remain unclaimed after 15 days. A post-completion notice notifying the customer that the repair has been completed or that such repair cannot be performed has been sent. 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

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

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

#### Payment Terms (Pay In Advance Customers)

Full Payment is due upon approval of the Estimate – work (and parts orders) will commence once payment is received. Approved payment methods: Paper check, Intuit (QuickBooks) ACH, or customer-origin ACH. Credit Cards can be used via an Intuit (QuickBooks) issued invoice by request.

Please include a return shipping label with your equipment shipped.

Please indicate your preferred payment preference below on this form.

#### Please select the preferred payment method:

- Credit Card:** (fees will be applied. (An Intuit / QuickBooks invoice will be forwarded by request.)
- ACH:** (fees will be apply. (An Intuit / QuickBooks invoice will be forwarded by request.)
- Paper check** in US Post