



Request for Repair or Evaluation Form

INSTRUCTIONS: Please fill out the form below to send equipment for evaluation or warranty work. Plasma Process Group will then assign a return authorization (RA) number so the equipment can be returned. Please email or fax the form to your technical contact.

Your information

Name:	Email:
Company:	
Existing customer (<input type="checkbox"/> Yes or <input type="checkbox"/> No) Warranty (<input type="checkbox"/> Yes or <input type="checkbox"/> No) Source hardware (<input type="checkbox"/> Yes or <input type="checkbox"/> No) Power supply (<input type="checkbox"/> Yes or <input type="checkbox"/> No)	Shipping and Billing address if new customer

Product information

Model:	Serial Number:
Description of problem:	
Video or photos provided (<input type="checkbox"/> Yes or <input type="checkbox"/> No)	Hazardous material (<input type="checkbox"/> Yes or <input type="checkbox"/> No)

Technical support representative

Contact at Plasma Process Group:

Please have a look at our Repair Fee Terms and Conditions on page 2.

I have read the Repair Fee Terms and agree to the repair fee.

Signature:	Flat Fee: <input type="checkbox"/> \$1495 power supply <input type="checkbox"/> \$795 match network <input type="checkbox"/> \$675 grid or RFN
Date:	Payment using credit card (<input type="checkbox"/> Yes or <input type="checkbox"/> No) Please call for authorization.
Internal use - RA number:	Payment using PO (<input type="checkbox"/> Yes or <input type="checkbox"/> No) PO # _____

Repair Fee Terms and Conditions

Prior to authorizing a return, please contact one of our Technical Support Engineers at info@plasmaprocessgroup.com or (970) 663-6988. Many issues can be resolved over the phone or email.

We will not issue an RA number unless we have a completed and signed Page 1 with PO (or credit card authorization) for the flat fee.

Flat fee structure:

IBEAM power supply: \$1495

Matching network evaluation: \$795

Grid or RFN evaluation: \$675

Shipping to Plasma Process Group:

Our policy is that you will pay for shipping to Plasma Process Group.

Evaluation results:

After we evaluate the unit, we will send a quotation for its repair. We will require a second PO (or revised PO) to proceed with the repair.

If we do not find any issues, or cannot repeat the issue, we will charge the evaluation fee and return the equipment.

If you decide not to repair the unit, we will charge the evaluation fee and return the equipment.

If we determine a grid has reached its end of life, we will charge the evaluation fee and return the equipment.

Warranty:

Please see our General Terms and Conditions at www.plasmaprocessgroup.com (see general information under resources) to learn what is covered under our workmanship warranty.

If the warranty has not been void, we will not charge the evaluation fee and the repair will be performed with no cost to you.

Return shipping:

Our policy is that you will pay for return shipping unless the item is a warranty repair. Any expedited shipping requests will be paid by you.

Time schedule:

Repair times will vary with our current backlog. We try to repair our power supplies in 2 business days and all other equipment in 2 weeks.