



PO Box 979
680 Fairfield Court
Ann Arbor, Michigan 48106-0979
734.761.1270 Fax 734.761.3220

Returning an Instrument for Repair

ENMET instruments may be returned to the factory or any one of our Field Service Centers for regular repair service or calibration. The **ENMET** Repair Department and Field Service Centers also perform warranty service work.

When returning an instrument to the factory or service center for service, paperwork must be included which contains the following information:

- A purchase order number or reference number.
- A contact name with return address, telephone and fax numbers
- Specific instructions regarding desired service or description of the problems being encountered.
- Date of original purchase and copy of packing slip or invoice for warranty consideration.
- If a price estimate is required, please note it accordingly *and be sure to include a fax number.*

Providing the above information assists in the expedient repair and return of your unit.

Failure to provide this information can result in processing delays.

ENMET charges a one hour minimum billing for all approved repairs with additional time billed to the closest tenth of an hour. All instruments sent to **ENMET** are subject to a minimum evaluation fee, even if returned unrepaired. Unclaimed instruments that **ENMET** has received without appropriate paperwork or attempts to advise repair costs that have been unanswered, after a period of 60 days, may be disposed of or returned unrepaired COD with the evaluation fee.

Service centers may have different rates or terms. Be sure to contact them for this information.

Repaired instruments are returned by UPS/FedEx Ground and are not insured unless otherwise specified. If expedited shipping methods or insurance is required, it must be stated in your paperwork.

Note: Warranty of customer installed components.

If a component is purchased and installed in the field, and fails within the warranty term, it can be returned to **ENMET** and will be replaced, free of charge, per **ENMET**'s returned goods procedure.

If the entire instrument is returned to **ENMET** Corporation with the defective item installed, the item will be replaced at no cost, but the instrument will be subject to labor charges at half of the standard rate.