



## RMA Assignment Instructions



**NOTE: Google Chrome Users**  
Click the download arrow on  
your browser before completing  
this form.

➔ **Step 1: Complete the RMA Request Form in full and email to: [service@thwingalbert.com](mailto:service@thwingalbert.com)**

- After initial inspection a formal quotation will be emailed to you.
- An inspection fee of \$150.00 will be charged for any work that is not authorized for completion.
- NOTE: The following items require a completed form along with a purchase order or payment information before an RMA # will be assigned:
  - JDC Cutter Reconditioning
  - Check Weight Recertification
  - Gage Block Recertification
  - Insert Re-Rubber
  - Load Cell Inspection and Certification

➔ **Step 2: Pack Your Shipment**

- If you do not have original Thwing-Albert packaging for your specific instrument, check the box on the form to request a quote.
- **DO NOT USE STYROFOAM PEANUTS**
- Do not ship instruments in wooden crates

➔ **Step 3: Clearly mark the outside of your box with your assigned RMA #**

➔ **Step 4: Ship RMA Items, Freight Prepaid to:**

- **Thwing-Albert Instrument Company**  
**ATTN: RMA # XXXXX**  
**14 West Collings Avenue**  
**West Berlin, NJ 08091**

**Shipping Tips to Remember:**

- ➔ When sending in load cells (if applicable):  
Please wrap the connector end separately to ensure it does not hit the load cell during shipping.
- ➔ NOTE: Thwing-Albert recommends that you insure your package for full replacement value, in case of shipping damage and/or loss.



**Thwing-Albert**  
Instrument Company

## RMA Request Form

\* Indicates Required Fields

Company Name:*			
Date:		Do you need a packaging quote?	Yes <input type="checkbox"/> No <input type="checkbox"/>

**To Be Completed by Owner of Product**

Contact Name:*		Phone Number:*	
Email Address:*		Return To Street Address:	
Authorized Signature:*		City, State, Zip:	

**Ship Authorized Return Items, Freight Prepaid to:**  
 Thwing-Albert Instrument Company  
 ATTN: RMA # **XXXXXX**  
 14 West Collings Avenue  
 West Berlin, NJ 08091

Please include any relevant information that will assist in the repair or calibration of your unit. Examples: performance reports, detailed information regarding failure, circumstances and variables, any other information you feel is relevant to the repair of your unit, last calibration date.

Unit No.	Part/Model Number*	Serial Number*	Details regarding reason for RMA
1			
2			
3			
4			
5			
6			
7			
8			

**Internal Use Only**

RMA# Issued:		Date Issued:		Customer #	
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