



## Repair Order Authorization (ROA) Form

Please complete this form and enclose it with your instrument and return it to one of the addresses below:

If shipping via **U.S. POSTAL SERVICE**, please use the following address:

**AlcoPro**  
**PO Box 10954**  
**Knoxville, TN 37939**  
**Attn: Repairs**

If shipping via **UPS, FEDEX**, or any other couriers please use the following

**AlcoPro**  
**2547 Sutherland Ave.**  
**Knoxville, TN 37919**  
**Attn: Repairs**

**Information that we need from you:**

**Company:** \_\_\_\_\_ **Contact Person:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **Contact Phone:** (\_\_\_\_)-\_\_\_\_-\_\_\_\_

**City, State:** \_\_\_\_\_ **Fax Number:** (\_\_\_\_)-\_\_\_\_-\_\_\_\_

**Zip Code:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**(If you use Purchase Orders) PO #:** \_\_\_\_\_

<b>Manufacturer of Instrument</b>	<b>Model Number</b>	<b>Serial Number</b>	<b>Reason for Evaluation (Buy back, Repair)</b> <i>(If Repair, briefly describe symptoms)</i>

There is no cost for an estimate and if you do not have your instrument repaired, AlcoPro will ship it back to you at our expense and you will not be billed. If you do decide to have the work performed then the cost will be \$60.00 labor + Parts + Shipping.

Please note that parts may not be available for some older versions of the instruments.

Normally, repairs are shipped back to the customer via UPS Ground Track. If a faster method is required, other UPS services are available. If you would prefer faster shipment, for an extra fee, please specify in a note included with your instrument.

**\*\*\*TO HELP EXPEDITE YOUR REQUEST, PLEASE SIGN ONLY ONE LINE BELOW\*\*\***

**To request an ESTIMATE, sign here**     \_\_\_\_\_

We will contact you with the estimated cost on repair or trade-in. Your instrument **WILL NOT** be repaired until we have approval on service.

**Sign here to Authorize repairs up to the following limits.**     \_\_\_\_\_

\$100                       \$200                       \$300    Date \_\_\_\_\_

If the cost of parts and service exceeds the amount you authorize, we will contact you for approval **BEFORE** any repairs will be made. Repairs will be made with necessary parts and modifications to comply with factory specifications and your instrument will be sent back to you.