



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 #: _____

Manufacturer of Instrument	Model Number	Serial Number	Reason for Evaluation (Buy back, Repair) <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 _____

You will be contacted with the estimated cost on repair or trade-in within 2 business days from when we receive it. Your instrument will NOT be repaired until we have approval on service.

To authorize all repairs, sign here _____

Repairs will be made with necessary parts and modifications to comply with factory specifications and your instrument will be sent back to you. If the cost of parts and service are over **\$100**, you will be contacted for approval BEFORE any repairs will be made.