

### Shipping and Contact Information

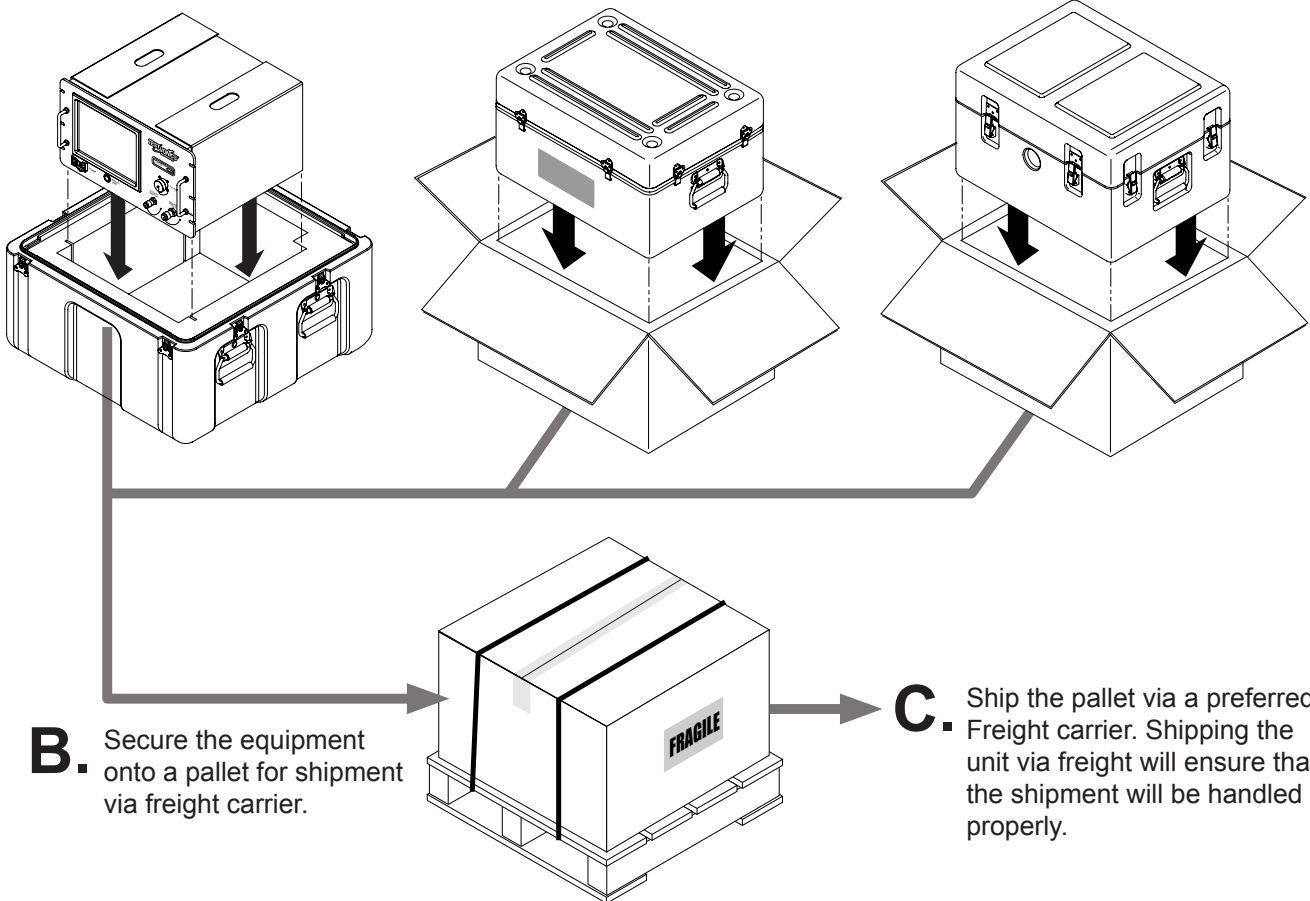
After you have received the RMA Number for the equipment, please pack the unit carefully following the instructions below and ship to the following address. Upon arrival, equipment that is improperly packed or shipped is photographed and placed on file. TestVronics cannot provide warranty on equipment that does not ship back to the customer properly (in proper protective packaging and/or transit case).

TestVronics, Inc.  
375 Jaffrey Road  
Peterborough, NH 03458

E-mail: sales@testvronics.com  
E-mail: rita.mccullough@testvronics.com  
Phone: (603) 924-5922

### Shipping Instructions

- A.** When shipping through a common carrier, all equipment must be packaged properly to minimize the risk of damage. Test Equipment should always be packed in at minimum a double wall corrugated box with adequate foam or a transit container. Equipment that is not properly packed will be quoted for proper packaging materials. TestVronics will not warranty equipment that is not properly packed for return shipment.



### Turn Around Time for Repairs

It is TestVronics goal to return units as soon as possible to the customer. Turn Around Time is subject to current work load, customer approvals and in some cases lead time for new parts. Units that only require calibration take less time (based on what is already in the repair queue at the time the unit arrives). Repairs are typically 15-45 days or less based on the extent of the repair and if replacement parts are available. Delays to customers approval for repairs can also prolong turnaround times.