



Making Locating Easier Since 1953

Schonstedt Instrument Company

100 Edmond Road
Kearneysville, WV 25430
Tel: 304-725-1050
Fax: 304-725-1095
www.schonstedt.com

RETURN INSTRUMENT FOR REPAIR

Contact Name: _____ Fax #: _____

Company Name: _____ Phone #: _____

E-mail Address: _____ PO #: _____

REPAIR BILLING ADDRESS:

REPAIR SHIPPING ADDRESS:

Name: _____ Name: _____

Address: _____ Address: _____

City/State/Zip: _____ City/State/Zip: _____

Return Ship Method: _____

Model: _____ Serial Number: _____

DESCRIPTION OF PROBLEM / SPECIAL INSTRUCTIONS:

Please return via UPS or Fed-Ex to:

**SCHONSTEDT INSTRUMENT COMPANY
ATTN: REPAIRS DEPT
100 EDMOND ROAD
KEARNEYSVILLE, WV 25430**

**Tel: 304-725-1050
Fax: 304-725-1095**

FREE ESTIMATES ON ALL REPAIRS ~ FREE ESTIMATES ON ALL REPAIRS

Repair Department

Our customer support department has always been set up to ensure prompt response and 100% satisfaction. Most Schonstedt locators returned to the factory for a paid repair will be completely refurbished. Not only will it look like new, it will operate within its original specifications.

- **Guaranteed 6 Months**
- **One Day Estimates**
- **2 Day turnaround**
- **Toll Free Customer Care Center**
- **We repair Schonstedt locators, both during and after warranty**

Included with most repairs is a complete refurbishment, returning an instrument that looks and operates like new. Repairs are Guaranteed for a full 6 months. All repair estimates are completed the same day your unit is received at Schonstedt. Schonstedt guarantees to complete your magnetic locator repair in 48 hours* and your pipe and cable locator repair in 72 hours after receipt of your authorization to repair. Schonstedt will pay for upgraded shipping if we fail to meet the 48 or 72 hours. By preauthorizing your repair on a "not to exceed cost" basis you can reduce the total repair cycle time by 2 days. Call our Customer Care Center for details or specify on the above form.

Customer Care Center

Open 8:00 AM to 5:00 PM EST

Toll Free: 1-888-367-7014

*(48 hours on GA-52Cx, GA-72Cd, GA-92XTi, GA-92XTd and MAGGIE only. Hours are based on actual working days at Schonstedt. Hours are calculated from time of receipt at Schonstedt to return UPS pick-up at Schonstedt.)

Return Instructions

If you have a laboratory instrument or a gradiometer, please contact our Customer Service Department directly by phone for instructions prior to shipment.

For all magnetic and or pipe and cable locators you may ship your unit directly without a phone call to:

Schonstedt Instrument Company
100 Edmond Road
Kearneysville, WV 25430
Attn: Customer Care Center

Tips for efficient repair and service

- Don't forget to include a return address and phone number!!
- If your shipping and billing addresses are different be sure that information is noted with the product being sent for repair.
- Please send only locator products manufactured by Schonstedt Instrument Company to us for service. We do not service products manufactured by our competitors.
- A short note describing the symptoms, shipped with the instrument, can often help us diagnose the problem and expedite the repair process.
- **It is best to ship locators in their Schonstedt carrying cases. Insure your packages. It is the responsibility of the customer and the shipper to get the package to us undamaged.**
- If your locator has damage resulting from leaking or ruptured batteries, do not remove the batteries. Contact us prior to sending the unit in for repair. Our customer service department will furnish you with essential information and guidance on how to proceed with your repair shipment.
- We recommend shipping via UPS.
- Unless otherwise specified UPS Ground service will be the return shipping method.