

Service Request Authorization (SRA) Request Form

We will provide the SRA number and service site (for you to ship your equipment) after we receive your request.

SRA#:	
Site:	
Internal Use Only	

Please complete the form below and email to rd_service@spx.com. **Our customer support team will issue an SRA number and instructions on which site to ship your equipment to, in the fields above, with the full shipping address outlined in the body of the email correspondence. This is required to send any equipment in for repair. If you send in a full kit, we will only evaluate equipment listed below. If the item is not listed, it will be sent back to you as it was received in.**

Customer Information

Business Name	_____	Contact Name	_____
PO # (Optional)	_____	Contact Phone	_____
Email for Invoice	_____	Contact Email	_____
Billing Address:	_____	Shipping Address:	_____

Tax Exempt? ☐ YES ☐ NO

If yes, please provide certificate with this form to avoid applicable taxes.

Collect Account # for Return Shipping

Default method is FedEx Ground – Prepay & Add, Origin.

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Equipment Information

Model	Serial # for each unit	Fault Description e.g. cracked housings, damaged seals, or missing rubber bungs.	Service/Repair	Calibration	Calibration Certificate
			☐	☐	☐
			☐	☐	☐
			☐	☐	☐

Accessories Information

Model	QTY	Fault Description e.g. cable not connecting, battery not charging	Service/Repair	Original PO#
			☐	
			☐	

*Warranty status must be confirmed during our on-site evaluation. If the required repairs are not covered under warranty, standard repair charges will apply. If the unit is covered under the warranty, we will evaluate, repair, and provide documentation on our findings at the time of shipping the unit back.

*Please note that there will be an additional charge to have your equipment calibrated/ calibration certificate which will be outlined in the quote.

Please email this completed form to rd_service@spx.com to obtain the required SRA number prior to shipping your equipment in for service.

Customer must provide [Radiodetection / Schonstedt] ("Company") with accurate and complete contact information, including a delivery address, when sending customer-owned products to Company. Customer shall inform Company of any changes to contact information when changes occur. If customer fails to provide return authorization, a valid delivery address, or payment for services or shipping, within forty (40) days of such failure, Company will notify customer that it considers the product to be abandoned. Company will provide notice using the contact information customer furnished when customer authorized service or last updated its contact information with Company. In the event that customer product is abandoned, Company may dispose of customer product, and may sell at Company's discretion, customer product at a private or public sale to pay for any outstanding service performed and storage costs. By sending equipment to our facility for evaluation, Customer agrees to Company's standard terms and conditions and service evaluation fees. A copy is available upon request.