

Submitting Items for Calibration/Repair

Turn-Around Required: ☐ Standard ☐ 3-Day* ☐ 24-Hour*
*Additional charges for 3-Day & 24-Hour Service.RUSH not always available on repair work.

RFQ#/PO#/RMA#:

Contact Information

Company:	Plant Location or Branch:
Contact Person:	Title & Department:
Phone:	Email:

Service Center: (Please note: repair is only available in Greer SC & Canton MI Locations):

☐ Canton | 7282 Haggerty Rd. Canton, MI 48187

☐ Danville | 112 Maplewood St.I Danville, VA 24540

☐ Raleigh | 3252 S Miami Blvd. Suite125 Durham, NC 27703

☐ Charleston | 3130 Stanton Court Charleston, SC 29418

☐ Fairfield | 4305 Muhlhauser Road, Suite 2, Fairfield OH 45014

☐ Cordova | 8221 Macon Rd, Cordova, TN 38018

☐ Greer | 140 Lakeside Industrial Way Greer, SC 29334

List of Items Submitted

Gage ID #:	Serial #:	Description:	Reason for Repair/Calibration:	Manufacturer:	Model:	Cal Freq.	MSI Internal Use ONLY		Needs:	
							Cal. Price	Repair Price	Repair	Calibration
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MSI Viking Calibration/Repair Terms & Conditions

MSI-Viking Gage CALIBRATION/REPAIR DEPARTMENT Policies Effective Date: January 1, 2014 In order to provide the most effective and timely Calibration/Repair Service to our customers, MSI-Viking Gage has adopted the following policies regarding all items submitted to MSI-Viking Calibration/Repair for evaluation. SUBMITTING ITEMS FOR CALIBRATION/REPAIR: Please include our Calibration/Repair Evaluation and Instructions Request Form or all necessary contact and return shipping info. ALL items are to be shipped or delivered to: MSI-Viking Gage 321 Tucapau Rd Duncan, SC 29334 Att: REPAIR DEPARTMENT EVALUATION (for repair items) or CALIBRATION DEPARTMENT (for calibration items) and QUOTATION PROCEDURES Once your item and form are received, MSI-Viking Gage Calibration/Repair will provide you with a written Evaluation, Quotation and Recommendation regarding your calibration/repair. This will also include quotations to replace the item if it is our recommendation that replacement is a better value to you, the customer. Please respond within 30 Days after you have received the Evaluation/Quotation. DECLINED CALIBRATION/ REPAIR QUOTES If both Calibration/Repair and Replacement quotes are declined, then an Evaluation Fee* will be applied and invoiced to the customer. The customer shall be asked to direct MSI-Viking to either RETURN SHIP (at customer's expense), or to DISCARD the item (in writing). ACCEPTED CALIBRATION/REPAIR QUOTES MSI-Viking will make every effort to provide you with an accurate estimate of turnaround time on your calibration/repair. This estimate can sometimes be affected however, if OEM parts must be ordered to complete the calibration/repair – especially when parts are not available domestically. If an issue or known delay occurs, MSI-Viking will notify you as soon as we become aware of the issue. Once calibration/repairs are completed, the item will be shipped or delivered to the contact on the Calibration/Repair Evaluation FORM, at customer's expense*. PENDING CALIBRATION/REPAIR QUOTES 30 DAYS - Customers who have not responded to a Calibration/Repair Quotation within 30 Days will be contacted with a friendly reminder requesting a decision regarding whether you ACCEPT or DECLINE the calibration/ repair quote. 60 DAYS – We will contact you again within 60 Days. If no decision is given at that time, MSI-Viking Gage will apply and invoice an Evaluation Fee. 90 DAYS – If no directive has been received from the customer regarding ACCEPTANCE or DECLINE of the calibration/repair quote after 90 Days, then the items will be shipped/delivered back to the customer. Shipping charges will be charged to the customer's shipping carrier account on file. IMPORTANT DISCLAIMER: IF no Customer Shipping Account information is available, and we have not been successful in obtaining the needed information to return the items to customer at the customer's expense after 90 Days; MSI-Viking Gage will consider the item(s) to be UNCLAIMED and will no longer accept any responsibility or liability for the items. Customer understands that any such items will be discarded or disposed of as MSI-Viking has no means of storing these items. * Evaluation or Delivery fees do not apply to MSI-Viking Contract Customers, or are subject to contract terms.

I have read and accept the Calibration/Repair Terms: ☐

Print Name:

Date: