| **MODEL NUMBER** | **DESCRIPTION OF ITEM RETURNED** | **DESCRIPTION OF PROBLEM** | **SERIAL NUMBER** |
| --- | --- | --- | --- |
| 1030725-001 | Elan2Digital – ATS – 115V | Loud noise coming from Liquefier | 170801AD1 |
|  | Air Compressor | TBD | EZ1291hm |
|  | 20L Dewar | TBD | ? |
|  |  |  |  |
|  |  | Original SO#5407, PO#C121442, Inv#22556, Ship Date 09/05/2017 |  |
|  |  |  |  |
| WHEN SHIPPING SYSTEM BACK: | 1. MUST INCLUDE LIQUEFIER, COMPRESSOR, 20L DEWAR, AND ALL CORDS AND CABLES! 2. CRATE MUST REMAIN ON PALLET! 3. RETURN LABELS WILL BE IN A POUCH TAPED TO TOP OF CRATE, LEAVE RMA IN POUCH! | MMR is sending a black crate with labels for the return of the failed Elan2 back to MMR for repair. The repair is under WARRANTY but the customer is still responsible for a $250 Handling Fee and all shipping costs. |  |

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| **SPECIAL INSTRUCTIONS:**  **Please read before sending your equipment.** | |
| Please make sure you have received an RMA # or your equipment will NOT BE REPAIRED and WILL BE RETURNED to you at your expense. MMR Technologies is not responsible for loss of any items where the RMA number is not clearly marked on the packaging. | |
| All repairs, warranty or chargeable, will ship at the customer’s expense according to our Limited Warranty Agreement. | |
| NOTE: Any additional items shipped to MMR Technologies that are not listed on the RMA will not be evaluated / repaired. An RMA number will be issued only once the customer signs and agrees to the Repair Quote.   * Evaluations take 7 to 10 business days for a repair estimate and updated quote to be generated. * If there are no problems found, or the repairs are not approved, then only shipping and handling will be charged. * If there is a decision to scrap any items at MMR Technologies, there will be a scrapping and recycling fee charged – this fee is dependent on the item(s) to be scrapped. | |
| Once the repair estimate has been provided, a decision regarding repairs must be received in writing to MMR Technologies within 15 days as to repairing or not repairing the items received. A method of payment for all fees must be received before MMR will ship the repaired items back. MMR will not ship back a repaired item until payment is received or a payment agreement is made. | |
| Equipment will be returned to the name & address listed above. Shipping will be charged on the final Repair Quote, unless you provide a return shipping account number. | |
| If the end user determines to scrap the items at MMR Technologies, there will be a processing fee for scrapping. This will be provided upon request, depending on the items and any special processes required. | |
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| Please ship equipment to: | MMR Technologies, Inc., |
| 41 Daggett Dr. |
| San Jose, CA 95134 |