

Returning Your Delta-T Instrument for Repair

1. Make sure you change the battery first, since sometimes new batteries are dead, try a different battery if the problem is not solved. This is a possible cause of “not working.
2. Pack your Delta-T in 2 inches of bubble wrap on all sides. Make sure it doesn't move in the box you send it in. I recommend that you use FedEx or UPS and insure it. A damage claim from the post office takes 3 months to process.
3. **Please do not send it in your case if you use one.** It makes return shipping difficult as we have to store your case until it is ready to return your instrument; plus, often the shipping costs more.
4. **Please include your business card.**
5. **We need your name, ship to address, email address, and best phone number for a return shipment. If you use a shipping company, your information is usually not on the label.**
6. Please include a note describing what malfunction you are experiencing and whether your instrument was dropped. You may use the reverse side of this form if you wish. If you called me (Dr. Ed Carr) and we discussed the problem include that information on this form so Owens Tech will have it to expedite your repair.
7. Please write very legibly so your return shipment is not delayed.
8. Please note the repairs are now being done by Owens Tech the same company as before. Owens Tech just moved to Liberty Missouri.
9. Owens Tech will send you an invoice payable online before shipping.
10. Use jacob@owenstech.co for shipping notifications.

Send your instrument to

**Jacob Owens
Owens Tech
9116 Willow Rd.
Liberty, MO 64068**