



Titley Scientific  
1400 Forum Blvd.  
Ste 7A #342  
Columbia, MO 65203

573-442-8745  
ask@titley-scientific.us

## RETURN AUTHORIZATION REQUEST

Dear Customer,

Titley Scientific appreciates your time in reading and completing our Return Authorization Request (hereafter RAR). Talking to us first, & completing this form helps us to fully understand the nature of any issues you may have. This will help us ensure that you receive your product back as soon as possible. Our Customer Service Team will give you information on how to proceed further to return your product.

***To help prevent the spread of White Nose Fungus, all equipment with possible exposure must be properly cleaned using current WNS sterilizing protocol and they need to be free of mud and debris.***

**Items should be returned to the address at the top of this form. Please include this completed RAR. We recommend items be returned using a shipping method that has proof of delivery.**

### CUSTOMER DETAILS

CUSTOMER NAME: \_\_\_\_\_ CONTACT NAME: \_\_\_\_\_

BILLING ADDRESS: \_\_\_\_\_

RETURN ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

### RETURNED PRODUCT SUMMARY - CUSTOMER TO COMPLETE

PRODUCT AFFECTED: \_\_\_\_\_ SERIAL NUMBER: \_\_\_\_\_

(Please return all equipment that might be related to the issue ie microphones, cables, etc)

WHAT ARE YOU RETURNING WITH YOUR PRODUCT: \_\_\_\_\_

REASON FOR RETURN AND ADDITIONAL INFORMATION: \_\_\_\_\_

We offer a **Peace of Mind Servicing (POMS)** program. This program electronically tests the detector/ microphone pair and certifies that the unit is working within the specifications of a new unit of the same model. Repairs to fix issues found are in addition to the POMS fee (\$95); (\$175.00 for POMS with SD1 battery).

**Would you like this service? Yes No**

Date you would like your equipment to leave our office. \_\_\_\_\_

Repairs are completed in the order they are received. If you have an urgent deadline, we will do our best to meet your timeline. **We offer an expedited service** If the date requested is earlier than when it would have ordinarily been completed, you will be charged \$25 per unit; it will be \$45 per unit if the date is within 2 weeks of arriving at our office. **You will not be charged extra if your equipment would ordinarily have been repaired by the date requested.** Ground shipping is used unless otherwise requested.

**Would you like this service? Yes \_\_\_\_\_ No \_\_\_\_\_**