



SERVICE FORM

To be completed by Malcom Company Service Center

Service Repair #: _____ Customer PO # _____

Date received by Malcom _____

Date of Customer Authorization _____

Customer Shipper #: _____

Date shipped to Customer: _____

Total Labor: _____

Total Parts: _____

Warranty and Service Policy:

Warranty is twelve months on every tool except the heating element. Any attempted repair or disassembly by other than an authorized repair station will void the warranty. Warranty repair are done at the Malcom Company Service Center Tiverton, Rhode Island. All tools returned to Malcom Company for warranty work or general service must be shipped prepaid to Malcom Company, Inc., Service Center 207 High Point Ave. Unit 7B, Portsmouth, RI 02871; and marked "Attention Service". Please include your name and telephone number so that we can contact you with the repair estimate. Tools returned for service should not include nozzles or accessories, as we cannot be held responsible for their return. Repairs are generally done within 24 hours of receipt. Estimates will be given before any work is started. Damaged tools reassembly without repair will be charged for the inspection. Tools repaired will be credited for the inspection charge. Replacement parts and Labor are covered under a six-month warranty. RMA (Returned Material Authorization); is required prior to any shipment of product to Malcom Company. Repairs and/or replacement will only be performed on authorized returns. **If a shipment does not include an Authorization Label, the shipment will be refused and the product returned to sender.** When requesting an RMA number, please provide the serial number of the product (if available). If the Tool is under warranty, repairs will be performed and the tool returned to sender. For warranty repairs the sender must provide a shipper number for the tool to be returned on. If repair and/or replacement charges are required, estimated costs will be advised to the sender prior to any work starts.

Minimum Repair Rates: \$35 inspection fee on all repairs, waved if repair is authorized, \$80 Hand Tools, \$150 Process Heaters & Blowers, \$275 Automatic Machines & Extruders, Labor Rate \$80/hour

The repairs will not be performed without customer approval and payment arranged for the service. For RMA and Shipping Control Label, contact, Jono Bixby, Repair Service at jono.bixby@malcom.com

Or call Toll Free: **00-289-7505**, outside the US **(401) 683-3199**. Fax # **(401) 683-3177**

I have read the Warranty and Service Policy and agree to the terms:

Print Name: _____

Signature: _____

Date: _____



PLEASE COMPLETE PAGE 1 AND 3 OF THIS FORM AND INCLUDE ALL 3 PAGES WITH YOUR RETURNS.

PRINT AND ATTACH THE FOLLOWING LABEL WITH THE RMA# FILLED IN ON PACKAGE THAT CONTAINS THE RETURNED PRODUCT, OTHERWISE THE SHIPMENT WILL BE REFUSED AND WILL BE RETURNED TO YOU.

RMA# _____

**MALCOM COMPANY
ATTN: SERVICE
SERVICE CENTER
207 HIGHT POINT AVE. UNIT 7B
PORTSMOUTH, RI 02871**