

## Return Shipment

### RMA (Return Material Authorization) Number

If you believe your unit is not working properly, contact the Kurz Customer Service Department at: (831) 646-5911 or send E-mail to [service@kurz-instruments.com](mailto:service@kurz-instruments.com). Please have the following information ready to give to the Kurz Customer Service Representative :

- Defective unit's model number and serial number
- Detailed description of application and type of environment unit is being used in
- Detailed description of perceived problem
- Type of gas, Flow range, and standard conditions unit is to be recalibrated at
- Any special QA requirements (nuclear or military application, oxygen service, special calibration or certification etc).
- Technical contact's name and phone number
- Billing contact's name and phone number
- Complete shipping address
- Complete billing address

You will then be issued an RMA number. **Kurz personnel will refuse to accept return material shipments if an RMA number is not visible on the outside surface of the shipping container.**

### Cleaning of Material to be Returned

Thoroughly clean all material to be returned to Kurz. Because we serve a diverse customer base, there is a risk of receiving contaminated returned material from our customers. **When uncleaned material is received at Kurz, the customer will be contacted to arrange at their expense for the material to be picked up from Kurz and cleaned before Kurz personnel handle the equipment.**

**Shipping Material to be Returned**

Securely package cleaned material **(When uncleaned material is received at Kurz, the customer will be contacted to arrange at their expense for the material to be picked up from Kurz and cleaned before Kurz personnel handle the equipment)** along with a packing slip referencing the RMA number, model number and serial number in a sturdy container with the return address and RMA number clearly marked on the outside surface of the container. **Kurz personnel will refuse to accept return material shipments if an RMA number is not visible on the outside surface of the shipping container.**

Ship pre-paid to the following address:

KURZ INSTRUMENTS INC  
CUSTOMER SERVICE DEPT  
2411 GARDEN RD  
MONTEREY CA 93940-5394  
USA