

# Calibration and Repair Policy

Application Note #27, 2/21/2003

Repair costs for a plug in board or interface module is a fixed rate, independent of the problem and the parts needed to fix it. All boards are calibrated and tested after being fixed.

Before returning equipment for repair, please contact your instruNet supplier and request an RMA number. Any equipment sent to the manufacturer without an RMA number printed on the outside of the box will be returned to the sender. Please include a brief note with the original Purchase Order number, your name, address, telephone number, email address and a description of the problem. If you get an error alert, please include the exact wording of that alert.

If the unit is not in warranty, please include a purchase order for one of the services listed below -- we will not begin work without this PO. The below prices are for both end users and distributors (there are no further discounts), and include shipping and handling costs (there are no further costs). International orders are shipped via Federal Express. Please ship units to the below address, "Attn: Repair, RMA # ...".

If no fault is found, the unit is tested and calibrated as needed, and customers are charged at the Calibration price, listed below. If we find a non-warrantied unit un-repairable, we contact the customer and provide two options: we return the non-working unit at no repair charge; or we ship a new unit at a 50% discount off USA list price after receiving a PO for the discounted item with the following statement printed on the PO: "This 50% replacement PO is being sent with the understanding that you are canceling PO # ... for the original repair". With 50% discount PO's, please add the following for shipping and handling: \$15 USA Ground, \$30 USA 2day FedEx, or \$50 Int'l FedEx.

## Repair Services

### *Inside USA*

#iNet-Rep-7d-usa	Shipped UPS Ground to USA, 7day turn-around	\$230
#iNet-Rep-2d-usa	Shipped FedEx 1day to USA, 2day turn-around	\$330

### *Outside USA*

#iNet-Rep-7d-intl	Shipped FedEx Outside USA, 7day turn-around	\$260
#iNet-Rep-2d-intl	Shipped FedEx Outside USA, 2day turn-around	\$360

## Calibration Services

### *Inside USA*

#iNet-Cal-7d-usa	Shipped UPS Ground to USA, 7day turn-around	\$150
#iNet-Cal-2d-usa	Shipped FedEx 1day to USA, 2day turn-around	\$250

### *Outside USA*

#iNet-Cal-7d-intl	Shipped FedEx Outside USA, 7day turn-around	\$190
#iNet-Cal-2d-intl	Shipped FedEx Outside USA, 2day turn-around	\$290

## Contacting GWI

GW Instruments, 35 Medford St, Somerville, MA 02143-4211, USA  
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