

Service Authorization Form

Note: This Form must be completely filled out and a copy included with each unit being returned for service.
 If you are expediting a repair please FAX a copy of your completed form to (253) 859 8980 attn: Technician
 The (**) items are mandatory in order to ensure your job will be processed in a timely manner.

Contact**	Phone**	FAX
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Dealer Ref. Number or PO no.	Model No.**	Serial No.
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Shipping From:	City	State
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Problem** (please be specific about what feature does not work correctly; input, output, switch, pot, display, etc.)

If you want something non-failure related done to this unit please specify; new lens, new gasket, new panel, extra fuses, manual, etc.

Service turn around time (specify type: 1, 3, or 7 day)

<input type="checkbox"/> 1 day expedite	<input type="checkbox"/> 3 day expedite	<input type="checkbox"/> Normal 7 day turn (assumed)
<input type="checkbox"/> Hold for Special Instructions Call contact listed above	<input type="checkbox"/> Call with Cost Est. before starting	<input type="checkbox"/> Other _____

Return Shipping Instructions Company name	Attention	<input type="checkbox"/> Brown bag
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Address		
City	State	ZIP

Return Shipping Method (please specify)

<input type="checkbox"/> UPS Overnight	<input type="checkbox"/> UPS 2 day	<input type="checkbox"/> UPS 3rd Day	<input type="checkbox"/> UPS ground (assumed)	<input type="checkbox"/> UPS Saturday Delivery [If possible]
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..... Service Policy

1 day expedite is \$45.00 and will ship on next available UPS truck.
 3 day expedite is \$35.00 and will ship the second working day.
 Normal turn around in (7) working days after the item is received.

All service work will be handled on a first come first serve basis. If finished ahead of schedule they will ship ASAP.
 Actual ship date on **ALL SERVICE ITEMS** will depend on shop work load, and component availability.

Minimum charge is \$25.00 on all service requests regardless of disposition. Shop rate is \$80/hour.
 If the service effort is estimated to exceed \$150, the customer will be notified before any work is done.

All freight charges are pre-paid and added to your invoice, FOB Kent WA.
 Handling and insurance is a flat rate per unit (1-2) \$6.00 ea. (3-5) \$3.50ea. (5+) \$2.50ea.
 Freight charges for multiple units shipping to a common destination the invoice will be split equally between the items shipped.

For your convenience we drop ship directly to a customer (brown bag) without billing paperwork, charge is \$16.00

Shipping out of country; fee depends on the item and destination, call factory for costs.

Ship all repair requests to: Ditco Inc. 106 East Titus St. Kent WA. 98032
If you have any questions, please call (253) 854 1002 ask for our service department