

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**		Email	
Dealer Ref. Number or PO no.		Model No.**		Serial No.	
Shipping From:		City		State	
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)					
		☐ 1 day expedite	☐ 3 day expedite	☐ Normal 7 day turn (assumed)	
☐ Hold for Special Instructions Call contact listed above		☐ Call with Cost Est. before starting		☐ Other _____	
Return Shipping Instructions		Attention		☐ Brown bag	
Company name					
Address					
City		State		ZIP	
Return Shipping Method (please specify)					
☐ UPS Overnight	☐ UPS 2 day	☐ UPS 3rd Day	☐ UPS ground (assumed)	☐ UPS Saturday Delivery [If possible]	
..... 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					