

Repair Authorization Form

International AJM Corp
511 Higgins ST, Forest City, PA 18421
Tel : (570) 785 - 7077 | Fax : (570) 785 - 7076
Email : Info@InternationalAJMcorp.com



Steps to complete your repair :

1. Print & complete this form to be included with your shipment.

(there is no need to email the form ahead of sending your equipment.)
Completing the form allows us to efficiently diagnose, repair & contact you in case of question.

2. Prep equipment for shipment.

A few tips when returning equipment for service :

- Package the equipment by tightly surrounding it with cardboard & or foam. Pelican or other hard cases are a great protectant. While hard cases may be expensive, they can pay for them selves by not resulting in damage to the equipment during transit.
- remove front panel fitting(s) if possible.
- It is preferred to ship equipment by freight. As most of the equipment weighs near the “over weight” thresholds of Fedex & UPS ground. While it may not cross traditional over weight thresholds (50lbs), we have seen new exorbitant fees applied to larger sized packages. Frequently larger & heavier packages arrive more damaged than when it left your facility.
- Clean the equipment as best you can, removing all media from the chambers, degrease/surface clean the controls & exterior. Understandably not all work production environments are the cleanest. We ask you clean the equipment in order to allow a quick turn around and not being charged a cleaning fee.
- Equipment that is excessively dirty & requires AJM to clean the equipment in order to carryout the service will be charged a cleaning fee & could add up to 8 working days to the turn around of the equipment.

3. Service info :

Once AJM evaluates your equipment a quote will be provided to the contact(s) provided on the Repair Authorization Form. AJM will then wait for a response regarding the authorization of the service. You are not under any obligation to have your equipment repaired.

Your options once you receive a service quote :

- If the quote reflects a \$0 total, no action is required
- Approve the repairs and provide payment information.
- We can accept credit card info over the phone
- You can email / fax purchase order info for later invoicing
- Deny the repairs and have the equipment shipped back.
- You will be charged a flat evaluation fee and shipping if you choose this option.
- Deny the repairs and ask AJM to scrap the equipment.
- AJM will properly recycle your equipment and you will not be charged for service. (note. Your equipment is not recoverable once you choose this option)

4. Ship Equipment :

Please include this completed form with the equipment. If possible keep a copy for your records.

Ship equipment to :

International AJM Corp.
511 Higgins st
Forest City, Pa 18421

Contact Information :

Bill to:

Company :
Address :
Contact :
Phone :
Fax :
Email :

Ship to :

Same as Bill To

Company :
Address :
Contact :
Phone :
Fax :
Email :

Return Shipping Options (optional)

Ship via (choose one):

FedEx UPS Other :

Acct. #

Shipping Method (choose one)

Ground 2 Day Next Day Air (am / pm)

Freight Collect Pre-paid

Notes :

Equipment Information :

Model :

Serial # :

RETURN FOR REPAIR

RETURN FOR CREDIT

Please describe the problem below :

Additional Equipment Information :

Model :

Serial # :

RETURN FOR REPAIR

RETURN FOR CREDIT

Please describe the problem below :