

Repair Form

* Indicates required field. For the fastest service, please provide as much information as possible

Company information

Date: *

Contact Name: *

Company Name: *

Telephone Number : *

Email Address: *

Confirm Email Adress: *

Returned tool details

| | |
|---|---|
| Model # : | S/N: |
| <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> |
| Model # : | S/N: |
| <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> |
| Model # : | S/N: |
| <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> |
| Model # : | S/N: |
| <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> |

Problem Identification

History (include statement detailing equipment history) :

Acquisition System

Data Logger Type and Serial Number: *

LoggerSuite Software Version :

Laptop Operating System :

WellCAD Software Version :

Logging Conditions

Wireline Type:

Wireline Length:

Pressure / Depth:

Other Information:

Fault Indication :

Investigations

Describe tests performed to identify the source of the fault: *



Billing Information

Expedite Repair? (Note: Surcharge is Labor rate x 1.5): *

Yes

No

Repair Service Charges:

- To reduce turn-around time and cost, repair estimates are not normally provided. If you require a repair estimate, please indicate in comments section below.
- Labor Rate for non-warranty repairs: €60/hour
- Replacement Parts: As Required
- Customs Clearance Fees (International Only): As Required
- Return Shipping Charges (if applicable): As Required
- Customer equipment not paid for within 30 days following the completion of repair, will be subject to a 5% monthly charge to cover carrying costs. After 12 months, ALT has the right to dispose of the equipment.

Warranty Repairs:

- Warranties on equipment only apply to purchases from ALT within one year of repair date.
- All repairs on existing tools have a six month warranty.
- PM Tubes, Gamma Crystals, and any general damage caused by customer error are not covered under Warranty repair.

Comments:

Return Shipping Information (after repair)

PLEASE BE ADVISED:

1. Customer is responsible for return shipping charges to Advanced Logic Technology, COD shipments are not permitted and will delay repair of equipment.
2. CPT/CIP shipments are allowed to Luxembourg Airport. ALT can then clear and deliver goods to our facility. All customs clearance and final delivery charges will be charged back to customer. DAP (Delivered At Place) shipments are suggested. You may contact logistics@alt.lu for any assistance or questions.
3. The following documents are needed for all International return shipments to the E.U. :
 - Commercial Invoice (needs to contain the following information)
 - Description of goods – include part number of product and serial number if available.
 - Country of Origin: (Luxembourg.)
 - (HTS) Harmonized Code (include the following on the commercial invoice): 9015.80.20.00 – “Geophysical Equipment”
 - RMA Number: if available
 - Value of Goods
 - Signature
 - Packing List (needs exact weights and dimensions of each package returned)
 - Airwaybill (the nominated carrier of your choice will provide this document upon setting up the shipment)

NOTE: Please check with your local customs authority before sending equipment to the E.U. Every customs authority has different procedures and documentation requirements. Some countries require that goods returning to the E.U. be registered prior to shipping.

After the above documents are completed, please scan and email to the below email address and ALT contact.

logistics@alt.lu

If above documents are not received, customs clearance and the repair process will be delayed. ALT is not responsible for any customs clearance delays due to non-receipt or inaccurate documents.

Customer Bill-To Address

Company Name: *

Address Line 1: *

Address Line 2:

City/ST/ZIP: *

Country: *

Shipping Account

Would you like to use the ALT Shipping Account? *

Yes

No

*ALT will pre-pay ship costs and add to invoice

Your Account #

Carrier (ex: FedEx, UPS, etc.)

Customer Return Ship-To Address

Company Name:

Address Line 1:

Address Line 2:

City/ST/ZIP:

Country:

Return equipment to the following address

Advanced Logic Technology s.a.

Rue de Niederpallen 30H

ZAE Solupla

L-8506 Redange-sur-Attert

Luxembourg

Phone: +352 23 649 289