

# Service Request Authorization (SRA) Request Form

|                          |  |
|--------------------------|--|
| SRA#:                    |  |
| Site:                    |  |
| <b>Internal Use Only</b> |  |

We will provide the SRA number (for you to ship your equipment) after we receive your request.

Please complete the form below and email to [rd.service.ca@spx.com](mailto:rd.service.ca@spx.com) or [sensoft\\_service@spx.com](mailto:sensoft_service@spx.com). Our customer support team will issue an SRA number to ship your equipment in the fields above. This is required to send any equipment in for repair, ensure to attach a copy of this form with SRA number inside the package. Equipment sent to our facility without an SRA and this form completed will be subject to an additional fee, equivalent to an hour of labor.

## Customer Information

|                          |       |                      |       |
|--------------------------|-------|----------------------|-------|
| <b>Business Name</b>     | _____ | <b>Contact Name</b>  | _____ |
| <b>PO # (Optional)</b>   | _____ | <b>Contact Phone</b> | _____ |
| <b>Email for Invoice</b> | _____ | <b>Contact Email</b> | _____ |
| <b>Billing Address:</b>  | _____ |                      |       |
|                          | _____ |                      |       |
|                          | _____ |                      |       |
|                          | _____ |                      |       |

**Tax Exempt?**  YES  NO  
*If yes, please provide certificate with this form to avoid applicable taxes.*

**Tax ID EIN/VAT/EORI**  
*EIN for US customers only, VAT/EORI for European countries only, otherwise leave blank*

## Express Repair (Optional)

Do you want to pre-approve the repair?  YES  NO  
 If yes, what is the maximum repair amount? \$ \_\_\_\_\_  
 Approver Name: \_\_\_\_\_  
 Signature: \_\_\_\_\_

By selecting express repair and approving a maximum repair amount, the customer authorizes the company to proceed with repairs without prior quotation if the repair cost does not exceed the pre-approved limit. Express repair orders will only be released for return shipment if credit terms are established or once full payment has been received.

## Equipment & Accessories Information

| MODEL/ITEM | SERIAL# OR QTY | FAULT DESCRIPTION | SERVICE*                 | REPAIR*                  | WARRANTY*                |
|------------|----------------|-------------------|--------------------------|--------------------------|--------------------------|
|            |                |                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|            |                |                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|            |                |                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|            |                |                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|            |                |                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

\***Warranty** status must be confirmed during our on-site evaluation and if the issue is not covered under warranty, repair charges will apply.  
 \***Repair** status is to be selected for equipment that are not functional or working as expected  
 \***Service** status is to be selected for maintenance, or check up of equipment that is functional

**Please ship equipment with this form completed to the following address:**  
 Radiodetection Canada LTD/ SENSORS & SOFTWARE INC.  
 ATTN: SERVICE DEPT  
 1040 STACEY COURT, L4W 2X8  
 MISSISSAUGA, ON Canada

**Shipping from outside of Canada, details required for custom clearance**  
 HS Tariff Code: 9015.808040  
 Country of Origin: Canada  
 C/O FedEx Trade Network  
 Description of Goods: Geophysical equipment sent to manufacture for repair

Please email this completed form to [rd.service.ca@spx.com](mailto:rd.service.ca@spx.com) or [sensoft\\_service@spx.com](mailto:sensoft_service@spx.com) to obtain the required SRA number prior to shipping your equipment in for service.

By sending equipment to our facility entirely at your own risk for evaluation, Customer agrees to Sensors & Software Inc. and Radiodetection Canada Ltd standard terms and conditions and service evaluation fees. Customer must provide Sensors & Software Inc. and Radiodetection Canada Ltd with accurate and complete contact information, including a delivery address, when sending customer-owned products to Sensors & Software Inc. and Radiodetection Canada Ltd. Customer shall inform Sensors & Software Inc. and Radiodetection Canada Ltd of any changes to contact information when changes occur. If customer fails to provide return authorization, a valid delivery address, or payment for services or shipping, within sixty (60) days of such failure, Sensors & Software Inc. and Radiodetection Canada Ltd will notify customer that it considers the product to be abandoned. Sensors & Software Inc. and Radiodetection Canada Ltd will provide notice using the contact information customer furnished when customer authorized service or last updated its contact information with Sensors & Software Inc. and Radiodetection Canada Ltd. In the event that customer product is abandoned, Sensors & Software Inc. and Radiodetection Canada Ltd may dispose of customer product, and may sell at its discretion, customer product at a private or public sale to pay for any outstanding service performed and storage costs.

**Radiodetection Canada**  
 1040 Stacey Court, Mississauga, Ontario, Canada L4W 2X8 Tel: 905-660-9995 Toll Free 1-800-665-7953 [rd.sales.ca@spx.com](mailto:rd.sales.ca@spx.com) [www.radiodetection.com](http://www.radiodetection.com)

**Sensors & Software Inc.**  
 1040 Stacey Court, Mississauga, Ontario, Canada L4W 2X8 Tel: 905-624-8909 Toll Free 1-800-267-6013 [sensoft\\_sales@spx.com](mailto:sensoft_sales@spx.com) [www.sensoft.ca](http://www.sensoft.ca)

