

Trans-Cal Industries, Inc.
Return Material Authorization (RMA)

If your Trans-Cal instrument is in need of rebuild and or calibration, or you believe the instrument has failed within the warranty period, you will need to obtain a Return Material Authorization number prior to returning the device.

The RMA form may be obtained on our website at www.trans-cal.com or by contacting us directly at:

Trans-Cal Industries Inc.
16141 Cohasset St.
Van Nuys, CA 91042
(818)787-1221 x 400 Phone (818)787-8916 FAX cosmo@trans-cal.com

Complete, sign and return the RMA form found below. The RMA number and shipping instructions will be assigned by TCI. The following terms apply to material returned to TCI:

- Remove TCI instruments from any fixture(s) and package as to prevent damage during shipping.
- There is a flat \$75.00 evaluation/bench test fee for Solid-State units, \$150.00 for Model D120-P2-T. This fee is waived upon approval of rebuild/calibration costs or credited toward the purchase of a new unit.
- If a warranty is claimed, but is rejected due to damage or negligence, then you are responsible for the evaluation fee and the cost to replace the instrument.
- If the reported discrepancy is not confirmed then a quote to rebuild/recalibrate the instrument will be forwarded to you. If you decline to have the instrument rebuilt/recalibrated then you are responsible for the \$75.00 evaluation/bench test fee and the product will be returned to you, "as found."
- If TCI declares an instrument "not airworthy" and you decline the rebuild required to bring it into conformance, then TCI will require a signed certification that the article will not be used or conveyed for use in aviation.
- If the instrument is in need of rebuild, we will contact you with a quote for approval. At that time, we will require a revised purchase order or credit card and authorized signature.
- **If TCI does not receive a response within 45 days after the initial quote, the unit will be scrapped on site.**

