

Repair & Buy Back Form

Complete this form and send with your instrument to one of the addresses below.

If shipping via US POSTAL SERVICE, use:

AlcoPro, Inc
 PO Box 10954
 Knoxville, TN 37939
 Attn: Repairs

If shipping via UPS, FEDEX, or other courier, use:

AlcoPro, Inc
 1626 Downtown West Blvd
 Knoxville, TN 37919
 Attn: Repairs

YOUR BILLING ADDRESS

Company: _____ Contact Person: _____
 Address: _____ Contact Phone #: (____) _____ - _____
 City: _____ State: ____ Zip: _____ PO# if required: _____
 Credit Card #: _____ Expiration Date: _____
 Name on Card: _____ CVC _____ Billing Zip Code _____

YOUR SHIPPING ADDRESS:

Company: _____ Contact Person: _____
 Address: _____ Contact Phone #: (____) _____ - _____
 City: _____ State: ____ Zip: _____ Email: _____

Repair OR Buy Back

Instrument Type	Serial #	(If Repair, briefly describe symptoms. Use additional sheets if necessary)

Please check one box below:

Call me with an estimate
 OR pre-authorize an amount \$200 \$250 \$300

I have read the terms and conditions on page 2. X _____ Date: _____

TERMS AND CONDITIONS

- There is no charge for a repair estimate or buy back evaluation. We will contact you with the repair estimate or buy back offer. Your instrument **WILL NOT** be repaired until we have approval.
- **If you decline our offer to repair or buyback your instrument, you will be required to pay for the return shipping charge, or alternately you can provide us with your UPS or Fedex billing account #.**

Total repair costs include labor charge, parts and shipping.

Please note that we use new factory-specific parts for repairs. However, some older instruments may not be repairable. If so, we will contact you to discuss your options.

We warranty repairs for three (3) months. If a repaired instrument exhibits the same problem(s) within three months that the repair was intended to fix, we will repair it again at no charge.

Any buy-back offer is good for trade-in credit towards the purchase of any product we offer. **If you require cash payout, please note that cash offers will be less than trade-in credit offers.** Check requests are processed within two (2) weeks of acceptance.

All repairs are shipped UPS or FedEx Ground. Faster shipping is available for an added charge. Please indicate on the form if you'd prefer faster shipping (or contact us directly).

We will contact you for your approval for the repair or buy-back. **Please note that if we do not receive a response within 90 days, AlcoPro will assume you have abandoned your instrument(s) and reserves the right to take possession and ownership of your instrument(s).**