



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)
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Please check one box below:

☐ Contact me with an estimate
☐ OR pre-authorize an amount ☐ \$250 ☐ \$300 ☐ \$350 ☐ \$400

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).**