



# Return for Repair Form

Company Information:		Returned Remote Details:	
Date:		Model :	S/N:
Contact Name:		Model :	S/N:
Company Name:		IMET Model of Remote Control may be found on your receiver box: M880 or M550	Serial Number/ System ID can be found on the front of your receiver labeled: System ID
Telephone Number:			
Email Address:			

## Problem Identification:

Description of Fault/ Issue with Remote:	<i>Machine System:</i>	
	Machine Make:	
	Machine Model #:	
	Year:	
	Serial Number:	
Has the Remote experienced ANY of the following Conditions:		Error Codes: (Please list of there are any Error Codes Present on Receiver)
Heavy water or rain:	YES NO	
Shaken or dropped:	YES NO	
Pressure or Blunt Force:	YES NO	
Power Surge:	YES NO	

Concern: Please describe any tests performed in house to identify the source of the fault

## Billing Information:

Quote Requested before Repairs?	YES	NO
Expedite Repair? ( <i>additional fee</i> )	YES	NO
<b>Credit Card Information:</b>	Credit Card Type:	
<i>Repairs may be paid via credit card for orders up to \$2000.</i>	Credit Card Number:	
<b>Credit Card information/payment is not required for repair.</b>	Name on Card:	
	Expiration Date:	
	Security Code:	

<b>Repair Service Charges:</b>	
Labor Rate for non-warranty repairs <i>(no diagnostic charge)</i>	\$185.00 / hour
Replacement Parts	As required
Customs Clearance Fees <i>(International Only)</i>	As required
Return Shipping Charges <i>(if applicable)</i>	As Required

**Warranty Repairs:**  
 Warranties on equipment only apply to purchases from Green Climber of North America, Inc. within one year of purchase date.  
 All repairs on existing tools have a six-month warranty.  
 Failed maintenance, weather damage and neglect caused by customer error are not covered under Warranty repair.



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## Shipping Information:

**PLEASE BE ADVISED:**

1. Customer is responsible for return shipping charges to Green Climber of North America, Inc., COD shipments are not permitted and will delay repair of equipment.
2. Any packaging that is not sufficient for return shipping will be discarded. New packaging will be made available at customer's expense.

**ATTENTION INTERNATIONAL CUSTOMERS:**

Customer is responsible for all shipping charges to Green Climber of North America, Inc., COD shipments are not permitted and will delay. The following documents are needed for all international return shipments to the U.S.A.

1. **Commercial Invoice (with reason for shipping – REPAIR)**
2. **Packing List (needs exact weights and dimensions of each package returned)**
3. **Waybill (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 U.S. Every customs authority has different procedures and documentation requirements. Some countries require that goods returning to the U.S. be registered prior to shipping.

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

[service@greenclimberna.com](mailto:service@greenclimberna.com)

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

## Return Shipping Information (After Repair)

**Customer Bill-To Address:**


Company Name:  
 Address  
 Address  
 City, State, Zip  
 Country

**Customer Return Ship-To Address:**
