



Repair Request Form

Please complete the following form, print it, and enclose with the readers, controllers or products being returned to IBC for repair or diagnosis. IBC does not use RMA Numbers.

IBC charges for repair and diagnosis are:

Diagnostic fee: **\$50**

Repair fees: **\$150** minimum per piece for Qscan readers, \$100 minimum per piece all other products

Date : _____

Problems observed with equipment : _____

Customer : _____

Contact: _____

Customer RMA/Reference : _____

Phone : _____

Return Equipment to : _____

Email: _____

Serial Numbers to be diagnosed or repaired :

Please perform the following work

Diagnose but do not repair immediately. Please contact us with a repair estimate before proceeding.
We acknowledge that there is a \$50 diagnostic fee for each piece of equipment diagnosed.

Diagnose and repair immediately.

Diagnose and repair only if repair charge is below _____ per piece, otherwise diagnose only.

Please bill us for the charges authorized above, using PO # _____
(Only customers with approved IBC credit.)

Please charge our credit card for the charges
Diagnostic fees will be waived if equipment is repaired.

Please return any un-repairable readers to us.

Card Number : _____

Expiration Date : _____

Name on Card : _____

Billing Zip: _____

Please call me to get credit card information.