

# ALCOPRO

DRUG & ALCOHOL TESTING PRODUCTS

## 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  
PO Box 10954  
Knoxville, TN 37939  
Attn: Repairs

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

AlcoPro  
2547 Sutherland Ave  
Knoxville, TN 37919  
Attn: Repairs

### YOUR BILLING ADDRESS

Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Credit Card #: \_\_\_\_\_  
Name on Card: \_\_\_\_\_

Contact Person: \_\_\_\_\_  
Contact Phone #: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
PO# if required: \_\_\_\_\_  
Expiration Date: \_\_\_\_\_

### YOUR SHIPPING ADDRESS:

Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Person: \_\_\_\_\_  
Contact Phone #: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
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:

Call me with an estimate  
 OR pre-authorize an amount     
 \$100     
 \$200     
 \$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 choose not to have your instrument repaired or decline the buy-back offer, AlcoPro will ship it back at no cost to you.

Total repair costs include labor charge, parts and shipping.

**Labor charges for service work on Intoximeter model breathalyzers are as follows:**

1. Alco-Sensor III, Alco-Sensor IV and Alco-Sensor FST: \$90
2. RBT IV, RBT VXL and Alco-Sensor IV with Memory and Printer: \$120
3. Alcomonitor CC: \$150

Please note that we use new factor-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, or you can choose to receive a check. 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 normally contact you within three (3) business days of receiving your instrument(s) for your approval for the repair(s) 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).**