

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:

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

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

AlcoPro, Inc
 1626 Downtown West Blvd
 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)

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 decline our offer, we will send your instrument back to you at our own expense, provided you are located in the contiguous U.S. (returned instruments outside of the contiguous U.S. will require pre-payment for shipping back 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 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, 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 contact you 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).**