



RMA PROGRAM

GeoMARK *

SCHMIDT 1895 - 2020

MAKING A LASTING MARK FOR 125 YEARS

6151 W Howard Street Niles, IL 60714

847-647-7117 | 800-323-1332

www.gtschmidt.com



SCHMIDT

MAKE A LASTING MARK

REPAIR COSTS: All laser machines and/or laser component repair evaluations require a non-refundable \$1500 (per machine) prior to service. The evaluation will include a breakdown of what needs to be repaired along with an estimated total cost for the repair including estimated freight charges. If you choose to complete the full repair, your non-refundable evaluation fee will be applied toward your final invoice. Full payment for the repair, all freight and handling fees are due upon completion of the repair and prior to your machine or components being shipped back to you.

REPAIR WARRANTY: All replaced/repaired parts and labor are covered for 90 days after the repair. Warranty is void if the machine or components are tampered with; repair is attempted by the customer, if the controls are reprogrammed, or if the machines are disassembled, misused or mishandled.

FOUR STEP INSTRUCTIONS for MACHINE REPAIRS

***** Machines sent to SCHMIDT without a RMA # will not be accepted *****

STEP ONE: Complete ALL form pages: Machine Info, Return Shipping & Payment Pages

STEP TWO: Email the completed forms to support@gtschmidt.com.

STEP THREE: Wait for a SCHMIDT customer service rep to email you back your RMA #

STEP FOUR: Properly package your machine, write your RMA # on the package and ship to:

SCHMIDT Repair Department

ATTN: RMA# R_____

6151 W Howard Street

Niles, IL 60714

YOU MUST INCLUDE THE RMA # ON YOUR SHIPMENT



PLEASE TELL US ABOUT YOUR LASER MACHINE(S)

MACHINE SERIAL NUMBER(S) _____

WHAT ISSUES ARE YOU EXPERIENCING? DETAILS PLEASE

FOR SCHMIDT TECHNICIAN ONLY:

Assigned RMA #:

Date:



MAKE A LASTING MARK

RETURN SHIPPING POLICY

You are responsible for safely getting your laser machine and laser components to our facility. SCHMIDT is not responsible for any damages caused in shipping. All freight and handling fees will be paid by the customer and are due at the time the repair is complete. Companies that supply their own freight company must still pay handling fees for packaging the shipment. Machines will not be returned until full payment is made.

YOU MUST SUPPLY RETURN SHIPPING INSTRUCTIONS.

If you do not submit shipping instructions at the time your RMA is created, your machine will be returned using the freight company of SCHMIDT's choosing. All freight and handling charges are at the customers expense.

PLEASE FILL OUT THE RETURN SHIPPING INSTRUCTIONS

Freight Company Name:

Freight Company Contact Name:

Contact Phone:

Shipping Method (Choose One):

Ground

2nd Day Air

Next Day Air

Other
Specify

Shipping Account Number:

Ship to Company Name:

Street Address:

City:

State/Province:

Zip/Postal Code:

Country:

By signing or typing your name here, you agree to the return shipping policy:

SIGNATURE: _____ **PRINT NAME** _____



RMA PAYMENT

SCHMIDT cannot accept any machines for repairs without payment.

Company: _____ Contact: _____
Street: _____ Phone: _____
City: _____ Email: _____
State: _____ Zip: _____ Date: _____

Purchase Order Number: (Terms Net 30 Days) (Please include a copy with returned forms)

Credit Card Information

Card Type: MasterCard VISA Discover AMEX
 Other _____

Cardholder Name (as shown on card): _____

Card Number: _____

Expiration Date (mm/yy): _____

CVV Code: _____

Cardholder ZIP Code (from credit card billing address): _____

I, _____, authorize Geo T Schmidt, to charge my credit card for the non-refundable evaluation fee of \$1500. Any additional repair expenses must be approved by the card owner.

Customer Signature

Date