



Controller Repair Authorization

This agreement describes the terms and conditions of AMS Controls' repair program.

This repair authorization is made and entered into on _____ ("Effective Date")
 by and between AMS Controls, Inc., of 12180 Prichard Farm Rd, Maryland Heights, Missouri ("AMS
 Controls") and _____ ("Customer").

Software Model Number	
Controller Serial Number	
Software Version	
Dip Switch Setting	
Briefly Describe the Problem	
Is Problem	Continuous Intermittent
Service Level Requested	Standard Priority
Repair Type (check one)	Evaluation Only Do Not Exceed (Min \$1000) *PO number (required) _____

For internal use only:

Case #		SVO#	
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Customer's Responsibilities

Customer agrees to pay applicable repair cost plus shipping charges for repairs to the previously listed controller. Repair pricing terms are listed below under "Controller Repairs."

Customer agrees to only send the previously listed controller to AMS Controls. Customer understands that any additional items (cords, shipping boxes, etc.) may not be returned with the repaired controller.

Upon receipt of the completed Repair Authorization the customer will receive a Service Order number. Please reference this number on the packaging and inside with the controller to be repaired.

For information about your repair, please contact us at repairadmin@amscontrols.com.



AMS Controls' Responsibilities

In exchange, AMS Controls agrees to use best efforts to repair the listed unit. The unit will be returned to Customer at the following shipping address via the Customer's preferred shipping method.

*UPS is the preferred carrier of AMS Controls. Additional handling fees for non-UPS shipments apply.

Shipping Information

Company Name (& AMS Number if known)	
Shipping Contact Name	
Shipping Address	
Shipping City, State, Zip	
Shipping Phone Number	
Shipping Email Address	
UPS Preferred Service (Ground, Air, etc.)	
UPS Account No. (Optional)	
Case Number	

Billing information. Check here if Billing and shipping are the same.

Company Name (& AMS Number if known)	
Billing Contact Name	
Billing Address	
Billing City, State, Zip	
Billing Phone Number	
Billing Email Address	



Controller Repair Policies

Detailed Repair Policies and Service Levels: <https://www.amscontrols.com/services/repair/repair-policies/>
Controller repairs are charged at a minimum of 2 hours plus parts and shipping. Any repair item may be deemed non-repairable, and the minimum charge of 2 hours will apply even if an item is deemed non-repairable.

Repairs may be requested as:

- **Evaluation Only**– Fees are 2 hours x the Repair service level requested by the customer. Once the unit has been checked by the Repair Department, an AMS representative will call the customer with an estimate for the repair. The Evaluation fee will be applied to the total repair cost. In some cases, evaluation time will exceed 2 hours (older units, extensive damage, etc.). The customer will be updated with the new estimate for evaluation time and asked for permission to continue the evaluation.
- **Open PO** – The customer understands repairs must be made and authorizes all parts and labor required to service the unit back to working order.
- **Not to Exceed** – The customer requests a specific repair cost for parts and labor. If the repair total estimate exceeds this amount, AMS Controls will contact the customer for permission or further instructions.

Payment

Payment must be arranged prior to the start of the repair. All repairs, including warranty repairs, must be accompanied by either a Purchase Order or credit card payment.

*Customers with Terms please supply a Purchase Order Number on page one.

For all other US Customers, a credit card MUST be provided. Upon submission of the completed Authorization Form Customer must contact AMS Controls to provide full credit card information. No charges will be made to the credit card until completion of the repair. **Please do not send credit card information via this form or email.**

Abandonment

If a controller is repaired and AMS Controls has made efforts to contact the customer listed on this form without any response from the customer within 90 days of the date of this document, the controller is considered abandoned and becomes the property of AMS Controls.

Acknowledgement

The Individual below agrees that Customer is bound by the terms and conditions of this agreement and guarantees payment to AMS Controls for repair service, shipping, any additional charges, applicable sales, value added, excise, or use taxes assessed for repair service provided under this agreement. I verify that I have read and understand this agreement.

Responsible Party Name Printed

Responsible Party Name Signature

Date