



**DAVEY
OPTICAL
EQUIPMENT
REPAIR
SERVICE**

Ph.: 613-936-2400
Toll Free: 855-936-2400
Fax: 613-936-9104
e-mail: csr@doers.ca
web: www.doers.ca



RMA Information Sheet

Please complete the following request for information so that we may process your repair order efficiently and fax to 613-936-9104 or e-mail to csr@doers.ca.

We will then issue an RMA number and provide shipping instructions.

Do **NOT** send your equipment without an RMA number.

GENERAL INFORMATION

Company Name:			
Contact Name:		Phone number:	
Email address:		Fax Number:	
Equipment make / model / serial #:			

Standard procedure for Splice Equipment repairs is to call for a customer approval only if the repair is more than \$2000.00. Do you need a general estimate prior to repair? Yes No

Please note, a YES answer could delay the repair.

If yes, indicate desired estimate format: e-mail fax verbal

TECHNICAL INFORMATION

Please describe the problem(s) being experienced with your equipment.

Provide as much detail as possible: is the problem constant? Is the problem worse with a specific type of fiber? If yes, which one? Do you have an idea of the cause?

We routinely perform general maintenance, cleaning and calibration on the equipment we service. This allows us to test your equipment completely and ensure that it functions according to factory specifications.

May we perform this maintenance on your equipment?

Yes

No