

Return Authorization Instructions



For administrative purposes, a **Return Authorization (RA) is required prior to returning any product to one of our Certified Repair Depots.** This includes the return of any equipment platform, accessory, part, or database.

If your equipment is experiencing an operational problem, our Technical Support Group will want to discuss and verify your problem before issuing an RA to avoid unnecessary returns. We recommend that this be the first step before sending your equipment. Please contact our Technical Support Group below for assistance:

Email: baker.tech-support@megger.com

Phone: 1-800-752-8272 option #1

Frequently Asked Questions

What is a Return Authorization?

A Return Authorization (RA) is a record number that the factory issues to track any product being returned to us. When product properly labelled with the RA number arrives at our receiving dock, our staff will know immediately why this equipment was sent to us and what to do with it. This process is documented in our ISO9001 approved work procedures. Conversely, equipment arriving without an RA number will be put on a shelf until completion of a time-consuming investigation, eventually resulting in either the issuance of a belated RA or returning the equipment to the sender. Megger cannot be held responsible for any loss or damage to equipment being returned to us without an RA.

When would I need an RA? An RA is required for **all** product returns to one of our Certified Repair Depots.

How can I obtain an RA? The most efficient way to obtain an RA is by filling out the attached form that will accompany these instructions and email it back to the email address baker.service@megger.com. If that is not possible, you may fax it to 1-970-282-1010.

Shipping instructions will be included when your RA number is provided to you.

Please e-mail us at baker.service@megger.com with any questions or concerns regarding an RA.

Evaluation Time:

Upon receiving your equipment to our service center, you will have an estimated evaluation period generally within 7 – 14 business days. Evaluation times may exceed the 7 – 14 business days during times when we are servicing a high volume of equipment. Once equipment has been evaluated, a quote will be presented to you with a repair solution if applicable. Your equipment can usually ship 1 – 2 business days after receiving payment.

Can you service my equipment sooner?

Yes, we offer expedited services for a cost of \$399.00USD **when workload permits** it. This option will place your equipment in front of the line behind other expedited equipment. Estimated evaluation time for expedited services is within 5 - 7 business days. We will do our best to meet this goal without compromising the service quality of your equipment.

How long after I receive a quote/service report can my equipment ship?

Your equipment can usually ship 1 – 2 business days after receiving your payment. Your equipment will ship per your instructions as you have presented them on the RA request form and PO.

Thank you - we look forward to servicing your equipment.

Megger Baker Instruments

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T. 1 800 752 8272 option #4, E-mail : baker.service@megger.com