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CMS Laser Exchange Policy

Synrad 25W CO2 Laser

DATE: _____
TO: _____ @ _____
Fax #: _____ PO #: _____
From: _____

1. Please fill out this form as completely as possible, and sign at the bottom to acknowledge your understanding of the terms of this agreement. Then fax the form back to CMS at **(407) 657-6883**.
2. Describe symptoms you are encountering with your laser, i.e., "losing power" or "works intermittently."

3. Serial Number and Model number from manufacturer's I.D. plate.

4. Indicate the type of connector on back of the laser, BNC or stereo Jack.

5. Use RMA# _____ to return the defective laser.
6. CMS charges \$2,100 for a simple Laser exchange effective upon the shipping of the exchange from CMS. This may not be the total cost of the exchange. If the Laser is malfunctioning or not operational, there is no immediate way to determine the cost of the repair. In this case the customer must allow for up to \$3,000 in repair costs and two to four weeks for the final invoice. Any costs in excess of this will be examined, and at CMS discretion will either be absorbed by CMS, or the customer will be offered the option of purchasing a new Laser and returning the CMS exchange.
7. The customer must return the old Laser within 30 days of the replacement being shipped in order to avoid being charged for a new Laser.
8. I understand the conditions of this agreement.

X _____
Customer Signature Date