



Date _____

Dear valued customer,

Please fill out the form below and print a copy to send in with the product needing service. (*Required Fields)

*Company Name: _____ *Billing Email: _____

*Contact Person: _____ PO#: _____

*Phone Number: _____ RMA# (if applicable): _____

Customer ID #: _____

Billing Address: _____ Shipping Address (if different than billing): _____

Street Address: _____ Street Address: _____

City: _____ City: _____

State: _____ Zip Code: _____ State: _____ Zip Code: _____

Part #: _____

Part Description: _____

Serial #: _____ Date Code: _____

*Type of work requested: Repair Warranty Claim Assessment Failure Analysis Report

Fast Track: YES or NO (choose one)

****for a nominal 18% repair fee increase, we will move your instrument to the front of the line for faster service.**

*Description of problem:

☐ * By checking the box, you certify that you are authorized by your organization to submit such request and hereby accept and agree that TSI's Terms and Conditions shall apply to any service performed under this request.

Technical Support and Product Service Inquiries:

Phone: 800-637-3302 or 217-438-3302

Email: djservice@dickey-john.com

Monday thru Friday 7:00am – 5:00pm CST

Ship product and Repair Form to:

DICKY-john National Service Center

5200 Dickey John Rd

Auburn, IL 62615

USA

Revised June 2025