

# Century Geophysical Urgent Support Form

## Return Authorization Form

### COMPANY INFORMATION

Today's Date:  "mm/dd/yy"

Your Full Name:

Your Company:

Telephone #:

FAX #:

Email Address:

Confirm Email Address:

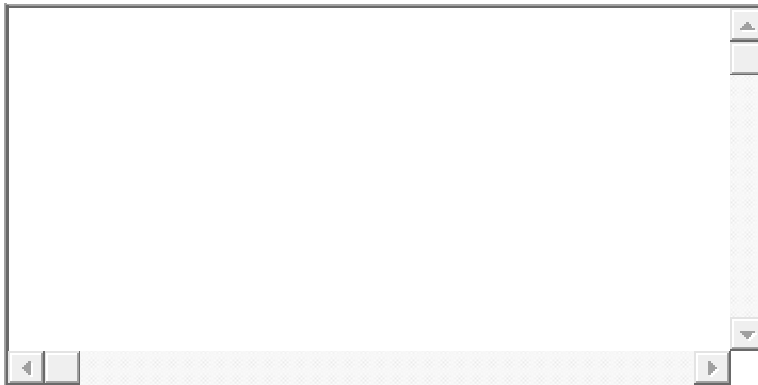
### TOOL INFORMATION

Equipment (Tool) Model:

Serial#:

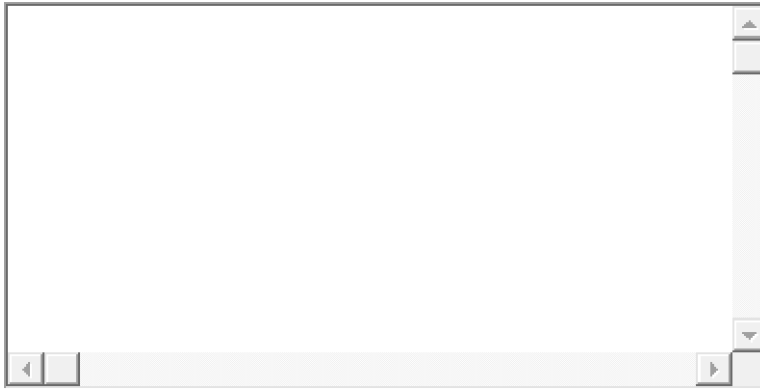
### PROBLEM IDENTIFICATION

Symptoms :



Please provide as detailed description of the symptoms as possible.

Error Messages:



**Warrantee Information**

This document is our authorization to repair your equipment.

- Warranty Repairs(generally one year after invoice date for NEW tools ) should be specified below, with the invoice number and date.
- Items not covered under warranty, such a PM Tubes, Gamma Crystals, and Mechanical Damage will be invoiced prior to shipment and paid via Credit Card.
- All repairs on existing tools have a 60-day warranty. Century will not cover warranty if damage occurs during shipment.
- For International Customers, all returned items for repair should be marked with the Tariff Number 9801.00.1012.
- All Repairs must have customer credit card number on file, prior to returning to Century Geophysical Corp,
- Invoice must be paid prior to shipment of the repaired part back to the customer.

Do You Understand These Terms? YES  No

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Is this a Warrantee Repair?: YES  No

Original Invoice Number:

Original Invoice Date:

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**Bill to Address**

Addr1:  Addr2:

City:  State or Province:  Zipcode:

Country:

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Is this a shipment originating from outside the United States?: YES  No

If the shipment is from outside the U.S., What is the declared Value?

**ATTENTION INTERNATIONAL CUSTOMERS:**

All requests for a Return Authorization form originating from outside of the United States require the customer to supply a stated value of the equipment for customs purposes. If customer does not provide a declared value of the equipment, Century will not issue a repair authorization.

PLEASE NOTE- Customer is responsible for accurate representation of the value of the item shipped to Century; Century will rely upon the value stated by customer for all customs paperwork. Failure to state accurate values can lead to customs delays in customer's country of origin in addition to fines by customs authorities.

All shipments are returned to the customer COD (COD not available for FEDEX),Freight Collect or on customer account number.

**Ship to Address**

Addr1:   
Addr2:   
City:  State or Province:  Zipcode:   
Country:

Do you want to Insure the Returned Equipment? YES  No

Insured Value?:  Ship Via:

Customer Acct#

**PLEASE BE ADVISED**

- Third party billing not available for UPS Ground
- COD shipments to Century are not permitted and will delay repair of equipment.
- Century will make all efforts during return shipments to ship and insure items as specified.
- However in no case will Century be liable for any errors or omissions in shipments or requested insurance coverage of equipment.
- Software on computer systems may be upgraded or replaced during repair and testing.
- Be sure to back-up all logs, special applications, etc. prior to returning equipment
- All shipments must be made "Door to Door" and "Free Domicile" including duties and taxes.
- Waybill must be marked "Free Domicile" including duties and taxes and Door to Door.

Fax a copy of the waybill to Century immediately after shipment (918) 838-1532. Failure to follow these procedures will result in a delay in the repair and return of your equipment.

**Tool Should be shipped to the following address:**

Century Geophysical Corporation  
1223 S. 71st East Ave.  
Tulsa, Oklahoma 74112 USA

**I Understand the Above Terms:** YES  No

Check the Yes box above if you understand and agree to the terms and rates as described on this form and authorize such repairs to be made to the specified equipment.