

procedures

- STEP 1: Call Kelly Ramm on extension 216 to arrange for a service repair.
- STEP 2: Prepare the equipment for shipment and review the items under "shipping" below.
- STEP 3: Write the "repair merchandise authorization", RMA_____, on the shipping label.
- STEP 4: Please include a sample of "cut-vinyl" or "printed vinyl" which demonstrates the problem.
- STEP 5: After receiving the equipment, we will perform diagnostic testing and supply you with an estimate for the repair and estimated time to complete.
- STEP 6: Upon your authorization, we will proceed with the service.

shipping

- All machines should be shipped in their original boxes.
- Shipments received with insufficient packaging will be returned in a new box billed to you at \$75.00.
- New shipping boxes can be purchased in advance for \$75.00 plus shipping.
- Do not include power cord, blades or other accessories with equipment.
- Please insure shipments for full value.
- Shipping charges on warranty repairs are covered only one way and shipped UPS 2-day air.
- Shipping on non-warranty repairs will be billed and shipped UPS ground.
- All return shipments will be insured for full value of equipment.

policies

- A diagnostic fee will be billed for all repairs. (Warranty or Non-warranty)
 - All repairs must be paid in full before release.
 - All repairs previously performed by an unauthorized service center could void the warranty.
 - Warranty repairs require a copy of the "bill of sale" with the serial number on it.
 - A cleaning charge may be added if we deem necessary.
 - Replacement parts are guaranteed for 120 days.
 - Express delivery charges for parts will be billed.
 - All repair work is performed at our place of business in Branchburg, NJ.
- STEP 7: _____ date _____
Please sign, date and FAX to 908 231-8943 in order to authorize the repair.



Beacon Graphic Systems
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Branchburg, NJ 08876
www.BeaconGraphics.com

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