



SRL-RFSA Return For Service Authorization

Terms and Conditions. Version 2024



Customer **Date of SRL/s Returned:** _____

Information: Contact person: _____

Customer/ Agent Name:	Repaired units will be returned to customer mailing address: <input type="checkbox"/> Yes <input type="checkbox"/> No
Mailing Address:	Contact Phone:
City:	Contact Person:
State Province:	E-mail:
Zip Code:	Fax:

Instructions:

SAS factory service will perform a free inspection and estimate of the service/repair costs. The customer will be required to authorize repairs or decline repairs by signing and returning service **Form E**. Repair/Service authorizations require a customer purchase order specifying billing and return shipping address. Customer pays shipping of SRL's to SAS Monroe, WA 98272 factory. Units returned without a completed authorization form will be held in quarantine until **Form C** is received.

Service/Repair Terms/Warranty

SAS will e-mail Form E to customer by e-mail. SRL's declined by customer for repair will not be returned. SAS factory will dispose of units at no charge. SAS warrants all new and repaired units for 6 months from the date of purchase or when last service was performed.

Warranty Exclusions

- Visual indicator deployed
- Missing labels
- Casing/Handle damage
- Cable damage
- Recoil spring broken
- External energy absorber deployed

Inspection Service Charge:

125.00 per unit. Return shipping to customer by UPS standard ground is included or VIA customer pick up at **SAS** factory.

Includes the Following:

- Inspection wo/repairs.
- SAS factory inspection form.
- Replacement PID labels.
- External and internal cleaning.

Complete the Following Information:

Customer Requests the Following

- ☐ Factory Inspection and Repair estimate.
- ☐ Warranty = Requires original purchase or service invoice.

Unit No. (1)	Lot Mfg Date (2)	SRL Model (3)	▲Serial No. (SN) (4)
1			
2			
3			
4			
5			
6			
7			
8			

▲ The SRL (SN) is required to perform service or repair along with a copy of the original invoice. If the PID (SN) is not readable or the PID label is missing enter the (SN) from the original sales invoice, or a copy of a SAS factory service or repair, Form E, with SRL (SN).

Payment for Service:

Payment by credit card or customer SAS credit account is required prior to return of repaired units.

SAS Factory Ship to Address

Super Anchor Safety
17731-147th St SE
Monroe, WA 98272 USA

Contact Information

Send all completed forms to:
SAS Service Dept. Attn: Enrique Covelli
e-mail to: enrique@superanchor.com
Ph:425-488-8868 Fax:360-668-1717