

Returning a Branson Ultrasonic Cleaner for Repair

Please ship your cleaner to:

Master Sonics
77 Whiting Street
Plainville, CT 06062

INCLUDE INSIDE THE BOX:

- Main Contact Person's Name
- Business Name
- Complete Billing Address
- Complete Shipping Address
- Business Phone Number
- Business Fax Number
- Contact Person's E-Mail
- A Brief Description of the Symptoms

* **PLEASE DO NOT** send in any attachments/ accessories with the unit (no cord, drain, cover, etc).

* Use packing material around all sides of the unit; customer assumes responsibility for any damages during shipping.

Warranty Repairs: No prior authorization necessary. Unit will be repaired and shipped back to the customer at no cost, unless the unit has been disassembled, misused, or abused. Warranty details are also highlighted in the Branson Ultrasonic Operator's Manual.

Out of Warranty Repairs: No prior authorization necessary. After your unit is received, we will fax you a repair estimate (unless e-mail is necessary and noted). Your written authorization is required before we can proceed with repairs. If repair is declined, we can scrap the unit at no cost, or ship the unit back unrepaired for a \$75 evaluation fee + S/H. If your company requires a Purchase Order, it should be made out to:

Branson Ultrasonics Corporation
P.O. Box 73174
Chicago, IL 60673

After the repair is complete, you will be invoiced by Branson Ultrasonics. Payment will be remitted directly to them, either by check or credit card.

Thank you sincerely,

The Master Sonics Team

Phone: (860) 410-1700
Toll Free: (800) 737-2198
Fax: (860) 410-1704
www.mastersonics.net
service@mastersonics.net