



INSTRUMENT SERVICE AND REPAIR INSTRUCTIONS

Miltex, Inc. offers you the expertise and convenience of operating its own in-house Service and Repair Department. Please follow our simple return instructions to ensure all returns and repairs are processed correctly in a timely manner. Your instruments are as important to us as they are to you.

Please contact our Repair Department at 1.800.645.8000 or repairs@miltex.com to obtain a Return Material Authorization (RMA) number. The RMA number is required before instruments are returned for repair.

Be prepared to provide the following information:

- Customer account number
- Reason for repair
- Customer purchase order number
- Credit card information for billing

IMPORTANT: Any instrument sent to Miltex, Inc. without an RMA number will be returned to sender – not evaluated or repaired.

Once you have received your RMA number, repairs should be sent to:

Miltex, Inc.
Repair Department
589 Davies Drive
York, PA 17402 USA

RMA #: _____ (needed on outside of shipping box)

HOW TO PACKAGE AND SHIP INSTRUMENTS

- Miltex, Inc. can not accept instruments that have not been properly cleaned and sterilized.
- Include the RMA number, customer account number, customer purchase order number and reason for repair.
- Include all contact information (name, address, phone number, email address).
- Wrap instruments to protect them during transit.
- Use a common carrier (FedEx, UPS).
- Insure the package, and keep a record of the tracking number.

NOTE: We can not accept instruments for repair at conventions or trade shows. Miltex, Inc. representatives cannot accept instruments for repair. Please follow the instructions above.

If you have questions or comments, contact Repairs at 1.800.645.8000 or repairs@miltex.com.

Miltex, Inc.

Toll Free Customer Service: 866.854.8300 ♦ Toll Free Fax: 866.854.8400
www.miltex.com

