



Applied Processor and Measurement, Inc.

APM, Inc. – General Information and Terms for Controller Service and Repair

- APM, Inc. supports and services ALL versions of hardware and software for ALL its products for the life of the unit
- please call or e-mail APM, Inc. support (support@appliedprocessor.com) for a Return Authorization (RA) number prior to returning products to APM, Inc. for servicing (warranty and non-warranty repairs)
- upon receipt of the RA number, please ship the product return to the address shown below, write the RA number on the outside of the package or on a packing slip
- please provide a contact name, e-mail address and phone number
- APM, Inc. will examine the unit and contact you if necessary regarding options with respect to the repair

Product Service - Standard Terms

- a minimum service charge of \$75.00 USD is required on all non-warranty service / repairs / upgrades, this includes UPS ground return shipping
- warranty repair does not include repair of units damaged due to misuse
- for non-warranty repairs, if the repair exceeds the minimum charge, you will be contacted via e-mail or phone to authorize the additional charge
- at its discretion, for warranty repairs, APM, Inc. may elect to replace your unit rather than repair the unit
- the nature of the repair will be reported after the service is complete
- all service / repairs include re-execution of a final factory acceptance test on the product

Address for Product Returns:

Applied Processor and Measurement, Inc
8201 Old Post Rd. E.
East Amherst, NY 14051 USA