

# Chemtrol Repair / Return Form

Santa Barbara Control Systems - 5375 Overpass Rd., Santa Barbara, CA 93105  
[sbcontrol.com/contact/](http://sbcontrol.com/contact/), 805-683-8833, 800-621-2279

**\* Returns require Return Merchandise Authorization (RMA). \**

1. Reason (circle one): Repair Return Loaner Return

2. Contact (company name, contact name, phone and email): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Date shipped and tracking #: \_\_\_\_\_

4. Model number (from left-most display screen): \_\_\_\_\_

5. Return shipping address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6a. If *Repair*, provide serial # and problem description: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6b. If *Repair*, do you need a loaner (Y/N)?: \_\_\_\_\_

6c. Has a loaner already been sent or do you need us to send one now?: \_\_\_\_\_

7a. If *Return*, SBCS RMA is from: \_\_\_\_\_

7b. If *Return*, provide serial #, invoice # and reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. Other comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*\* Note: After one month of receiving a repair estimate, a \$50/mo stocking fee is applied to non-warranty controllers for repair. When you receive the repair estimate, please reply with either your decision a date by which we should expect one. See: [sbcontrol.com/repairs-returns/](http://sbcontrol.com/repairs-returns/).*