

## Factory Repair Order Form

Our Repair Department stands ready to serve you in any way possible. One of the ways is by repairing, refurbishing or rebuilding any product we manufacture. If you have an Elkhart Brass product that needs our attention, please email us at [repair@elkhartbrass.com](mailto:repair@elkhartbrass.com) OR call us at 800-346-0250 to request an RGA (Returned Goods Authorization) number for any and all products being returned.

Then simply print the form below and fill out.

Please be sure to enter the RGA number on this form, tell us which product(s) you are sending, give us an explanation of the problem with the product(s) you are sending, and tell us whether or not you need an estimate before we proceed with the repair. Most repairs are turned around in one to two weeks after receipt of product and authorization to proceed.

Send completed form and product(s) for repairs to:

Elkhart Brass Mfg. Co., Inc.  
Attention: Repair Dept. / RGA #  
1302 W. Beardsley Ave.  
Elkhart, IN 46514  
[repair@elkhartbrass.com](mailto:repair@elkhartbrass.com)

### CUSTOMER INFORMATION (Required)

Your Name

Company / Fire Department Name

Email Address

Billing Address

City

State/Province

Postal Code

Shipping Address (If different than above.)

City

State/Province

Postal Code

Customer P.O. Number

Customer I.D. Number

RGA Number

Date Shipped

Phone Number (Daytime)

Fax Number

### PRODUCT INFORMATION / EXPLANATION

Quantity, Model(s), Description of Product(s)

Detailed Explanation of Problem(s)

### ORDER REQUEST

Select One

- Warranty Repair
- Proceed with Repair (Estimate not needed.)
- Send Estimate Before Repair

Please print out this form and then fill out.