

## Shipping Instructions Warranty and Non Warranty Repairs

To obtain a **Request for Return Materials Authorization (RMA)** for all product returns, click onto our RMA form. You may also contact our Service Department at +1(303)273-0559 or email [morgana@twobtech.com](mailto:morgana@twobtech.com).

After we have received your RMA request and have issued you a return authorization and an RMA Number, you should ship all equipment for repair and/or calibration to the following address:

2B Technologies, Inc.  
Attn: Repairs  
2100 Central Ave, Suite 105  
Boulder, CO 80301

### Returns are to be shipped with freight prepaid.

- For product returns, **you must include** a copy of the [RMA Form](#) with your shipment. Be sure to include a brief description of the problem you are having with the equipment, as this will help to reduce the evaluation and repair time.
- Include your complete Ship-To Address, a contact name with phone number or e-mail address, and return shipping instructions.

2B Technologies will return the equipment to you as soon as possible. However, please allow 3 to 4 weeks. Your repaired product(s) will be shipped to you via a carrier of our choice. If you require another carrier please provide the carrier name and your account number.

**International customers:** Please ship via a courier such as **Federal Express**, or **DHL** to avoid customs fees associated with freight forwarders. Please mark your incoming paperwork and the air waybill **“U.S. GOODS BEING RETURNED FOR WARRANTY REPAIR”**.

***A repair report will be provided for all warranty repairs.***

If the instrument is no longer under warranty or if it is determined that the defect has been caused by misuse or abnormal conditions of operation, a quote for repair will be provided to you before repairs are performed.

Please contact [Customer Service](#) with any questions or for a quotation for non-warranty repairs and calibration services.