



## CUSTOMER REPAIR FORM

Please complete this form and follow instructions below for your equipment repair. This will ensure accurate and immediate contact communication. Southern Cross does not use RMA numbers. There is a minimum charge of 1.5 hours labor + S/H. After initial contact with repair estimate, unit will be held for 15 days maximum. If no decision is made upon contact, unit will be returned with minimum charges due.

Company name		Primary Contact name
Company <b>shipping</b> address, city, state, zip		Primary Contact phone number (office, cell, etc.)
Company <b>billing</b> address, city, state, zip		Primary Contact email address(es)
Billing preference: <i>(Do not include Credit Card number)</i>		Company phone/fax
Purchase Order #		Secondary Contact name
Credit card (Visa, MC, Amex)		
On all estimates below \$1,200, Southern Cross will proceed with repair without customer approval.		Secondary Contact phone number (office, cell)
Approval required before repair? Y / N		Secondary Contact email address(es)
Quantity	Equipment being sent for repair	Serial Number
Describe problem, malfunction or irregularities. Use this area for any notes to Technician.		

**INSTRUCTIONS:**

Please complete this form and include it with equipment being returned. Equipment should be shipped in its original shipping/storage case and securely taped (but not locked) for protection. **Include the fill assembly and probe.** Remove batteries and empty fuel from fuel cylinder (but include the empty fuel cylinder) before shipping. Shipping and handling costs will be added in addition to a minimum labor charge. Our goal for repair turnaround is 10 business days. This excludes time waiting on customer approval/payment and shipping time.

Ship to the following address:

**SOUTHERN CROSS– REPAIR DEPARTMENT**  
**192 Technology Parkway, Suite 500, Peachtree Corners, GA 30092 (effective 5/5/22)**  
**800-241-5057**  
[www.southerncrossinc.com](http://www.southerncrossinc.com)