PRECISION TOOLS FOR THE LOCKSMITH PROFESSION

Service Request Form

Please fill out the entire form and include a copy with your key machine. Make a copy for your records before shipment. All information must be filled out completely.

When packaging your machine, we recommend using UPS or FedEx. Place the machine in a box with at least two inches of packaging around every side of the machine. **Do not** pack the machine in Styrofoam popcorn. Ship the machine to the address below.

Under most circumstances, your machine will be repaired within four days and returned. The minimum repair fee for manual machines is $200 plus parts & return shipping. FRA-2001 machine repairs are a minimum repair fee of $250 plus parts and return shipping. Hourly repair beyond the first hour is billed at $105 per hour. This does not cover repainting or refurbishing the machine to a like-new state. If you wish to have your machine repainted to like-new condition, we will contact you with a price after examining the machine.

If you do not have the original shipping box from your machine, there will be a $50 charge for a new machine box and foam packaging.

Please email this completed form to **service@framon.com**. We will respond to your request within one business day.

Contact Information

Name: _____

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Country: _____

Phone: _____ Fax: _____

Email: _____

Product Information

Model: _____ Serial Number: _____

Reason for return:

Ship Product To

Framon Manufacturing
1201 West Chisholm Street
Alpena, Michigan 49707