

Framon Manufacturing Company, Inc.  
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Alpena, MI 49707  
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# SERVICE REQUEST

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 above.

Under most circumstances, your machine will be fixed the same or next day that it arrives, and we will ship it the following day. The minimum repair fee for manual machines is \$150 plus parts & return shipping. FRA-2001 machine repairs are a minimum repair fee of \$200 plus parts and return shipping. Hourly repair beyond the first hour is billed at \$100 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.

Date Machine Sent To Framon: \_\_\_\_\_ Tracking Number: \_\_\_\_\_

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Model: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Description of work you wish to be performed: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Payment Information (circle one): Credit Card   Email Invoice (to be paid by card)   Check (machine will ship after check clears)

Credit Card Number & Type: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ CVV2 Number: \_\_\_\_\_ (last three digits on signature panel)

Return Shipping Type Requested (circle one):

UPS Ground   UPS 2<sup>nd</sup> Day Air   UPS Next Day Air   Collect On Customer Account