



DOA / WARRANTY REPORT

Our goal is 100% quality.

Your completed information **in detail** helps us identify issues to achieve this goal.

Ship Exchange Part to:
Radiology OneSource, Inc.
604 Fessey Park Rd., Nashville, TN 37204

615.423.7231
debbie@radiologyonesouce.com
parts@radiologyonesource.com

Return Goods Authorization # EX23- _____

Issue Date: _____

Customer			
Company	_____	Contact	_____ Dept _____
Address	_____	Phone	_____ Fax _____
	_____	Email	_____
City	_____	State	_____ Zip _____
PO#	_____	Exchange Due Date	_____ Outright Upcharge _____
Tracking	_____	Invoice #	_____ Date _____
Item	_____	Part #	_____ Serial # _____
DOM	_____	Warranty	_____ Disposition _____
Notes	_____	Weight	_____ Dimensions _____

EXCHANGE PART INFORMATION

Please state the problem with the exchange part being returned.

Tracking	_____	Date Received	_____	DOM:	_____
Item	_____	Part #	_____	Serial #	_____
Problem with this part:					

For internal use only					
RMA #	_____	Restocking fee	_____	Credit amount	_____
Issued by	_____	Return rec'd on	_____	Credit issued by	_____
Issued on	_____	Return rec'd by	_____	Credit issued on	_____
Good until	_____	Action	_____	Replacement sent	_____



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Engineer's Report

System part was installed on: _____

Date part was installed: _____ Date part failed: _____

Engineer Name/Phone/Email: _____

Has the replacement part number ordered, including revision, been confirmed to be the correct part?

Referring to the **part originally installed prior to being replaced with our part**, please complete the **Original Product Details** in the section below.

Item	_____	Part #	_____	Serial #	_____
DOM	_____	Comment/Revision/Etc.	_____		

What was the cause of the failure of the initial part that is being replaced? _____

The following refers to the part supplied by Radiology OneSource Inc.:

Please take detailed photos of screen shots showing failures and of parts placement/failure result to include with this form.

Describe the steps taken to install the replacement part: _____

Describe the problem(s) encountered when the replacement part was installed: _____



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Describe the steps taken to resolve the problem(s) encountered after the replacement part was installed:

Was technical support requested when the problem was encountered? Yes ___ No ___

If yes, who provided technical support?

Were other parts also replaced? Yes ___ No ___

If yes, please explain.

Please provide any other details you believe may be helpful in identifying the issue with the replacement part.

Is this part now damaged? Yes ___ No ___