

# Torque Returned Goods Authorization Form

## Instructions

- 1) Complete all sections of the Torque Returned Goods Authorization (RGA) Form. Including, the “Ship To” and “Bill To” fields.
- 2) Include your Mesa Labs customer number, if known.
- 3) Send the completed Torque RGA Form to [customerservice@mesalabs.com](mailto:customerservice@mesalabs.com) and save a copy for your records. **Forms must be submitted to customer service to obtain an RGA number.**
- 4) Ship equipment to:

Mesa Laboratories, Inc.  
Attn: Torque Service Department  
12100 W. 6th Ave.  
Lakewood, CO 80228

**Note: An RGA number must be obtained and identified with the shipment prior to sending equipment to Mesa.**

- 5) Return shipments are made by Federal Express Ground service or FedEx Freight unless an alternate method is specified. If a company carrier account number exists, you may input this information and the company account will automatically get charged. Otherwise, shipping will occur under Mesa’s account and shipping and handling costs will be reflected on the invoice.

## Shipping Gold Bottles

Please send three samples of your cap with each Gold Bottle and specify what Torque system to use when calibrating the Gold Bottle. All Gold Bottles should ship to Mesa in its original protective case.

**Note: Neck adapters are included in the price of Gold Bottle calibrations. If cap samples are not received, we will return the Gold Bottle with a temporary capless neck adapter.**

## Returning Equipment

Enter the serial number for each unit. If returning more than four units, use an additional form. If no serial number exists, provide a model number or enter any additional information you may have.

# Torque Returned Goods Authorization Form

Please complete all sections.

Bill To (required):

Company:

Address 1:

Address 2:

City:

State/  
Province:

Zip/Postal  
Code:

Country:

Ship To (if different from Bill To):

Company:

Address 1:

Address 2:

City:

State/  
Province:

Zip/Postal  
Code:

Country:

Please complete the purchase order information. If paying by credit card, please mark the box and a Mesa Representative will contact you for this information.

Purchase  
Order #:

Credit  
Card:

Customer #  
(if known):

Date:  
MM-DD-YYYY

Contact  
Person:

Email  
Address:

Telephone:

RGA #  
(completed  
by Mesa Labs):

Returning Equipment

If sending in a Gold Bottle, please send in three samples of your cap with the bottle.  
If possible, ship Gold Bottle in its original protective case.

For Gold Bottles Calibrate On (check one):

Torqo 1502

Torqo 1590

SureTorque 1600

SureTorque ST-120

SureTorque ST-120S

Serial #s:

Description:

The recommended calibration interval of one year will be used unless this box is checked and a calibration interval is specified.

Interval:

If returned for repair, brief description of failure:

Additional info or items of concern:

Ship Via:

Ground  
(5-7 Days)

Second Day

Overnight

LTL-Freight

Customer Shipping  
Account # (if applicable):

Return shipment via Mesa default courier unless alternate is specified below.

**We highly recommend Torque machines ship via LTL Freight account.**