



# PowerFloat Inc.

112, 7865 – 56<sup>th</sup> Street SE

Calgary, AB T2C 5S7

1-877-969-2233 Toll Free

info@powerfloat.net / www.powerfloat.net

## USA

### PowerLite REPAIR PROCEDURES

In the event that your PowerLite is damaged or is not operating properly you will need to send it in to PowerFloat for repair at:

**PowerFloat Inc.**  
**112, 7865 – 56<sup>th</sup> Street SE**  
**Calgary, Alberta T2C 5S7**  
**1-877-969-2233**

1. Please package your PowerLite with bubble wrap in a box to protect against any damages during shipping.  
***Please note: PowerFloat will not be responsible for damages due to shipping.***
2. Complete the **Return Authorization Form** and make three (3) copies.
  - Email to : [info@powerfloat.net](mailto:info@powerfloat.net) or fax to 403-984-7702
  - Include one copy in the box with your PowerLite
  - Retain one copy for your records
3. Complete a **Commercial Invoice** to include with your package. This is required for shipping to Canada. A blank copy and an example template are attached to the form. This form documents that the product is being sent to Canada for repair and then will be returned back to the US.
4. Complete two (2) **Shipping Document Labels**
  - One addressed to PowerFloat
  - One addressed to your clinic (to be used for return shipping from PowerFloat)
5. Customers are responsible for all shipping costs. Please retain copies of all tracking numbers for your records. Please ship your PowerLite by courier only. **DO NOT** ship via the US postal service or include cash or credit card numbers inside the box. If you do not have an account with a courier company, please notify the PowerFloat office and we will make arrangements for your return shipping. You will be invoiced accordingly and may make payment with a Visa or Master Card.
6. A quote of repair costs will be provided prior to all repairs being completed.  
***\*We cannot repair PowerLites purchased prior to ..... or PowerLites with a square light.***
7. Please direct any questions or concerns regarding the repairs to the PowerFloat office at 1-877-969-2233.

**USA**



**POWERLITE REPAIR AUTHORIZATION**

Please complete:

- **SCAN and email a copy of this form to: info@powerfloat.net**
  - Forward one (1) copy in the box with your PowerLite to PowerFloat.
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**CUSTOMER INFORMATION**

Ship Date: \_\_\_\_\_

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

Doctor's Name: \_\_\_\_\_

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

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

Email: \_\_\_\_\_

**POWERLITE REPAIR INFORMATION**

Quantity: \_\_\_\_\_

Is this a Warranty Repair?  Yes  No  
**(PowerLite has a six month warranty from purchase date)**

**\* If YES please indicate repair or purchase date.**

Please explain problem: *(please add additional page if necessary)*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SHIPPING INFORMATION**

Courier: \_\_\_\_\_

Shipping Waybill Number to PowerFloat: \_\_\_\_\_

Return Shipping Waybill Number: \_\_\_\_\_