



Return Material Authorization Policy

All service orders require a Return Material Authorization (RMA) number and are subject to final acceptance by Giga-tronics. The RMA number allows you to track your instrument and check status more easily. To obtain your RMA number, contact our Customer Service Representatives as follows:

For U.S. Customers

Manufacturing and Correspondence Address	How to reach us
Giga-tronics Incorporated 4650 Norris Canyon Road San Ramon, CA 94583 USA	USA 1-925-328-4650 x 4642 USA 1-800-444-2878 Toll Free Outside USA call your local distributor Fax: 1-925-328-4702 Email: repairs@gigatronics.com

The following information will be requested from you:

- Method of payment: Giga-tronics accepts MasterCard, Visa, or a valid purchase order number as a method of payment.
- Shipping Address
- Billing Address
- Model and Serial Number of the instrument
- Type of service required
- If repair is required, as much detail of the problem as possible

Please note that an instrument sent to Giga-tronics without an RMA number will be returned to the customer.

Shipping: Please ensure that your unit is packed securely (preferably in the Giga-tronics original shipping package) and marked with the RMA number.

Ordering Information

Repair and calibration pricing is based upon flat fees. Where flat fee is not available, a quotation will be provided. The customer is responsible for covering all freight costs, and all import and export charges that may be incurred during shipment to and from the factory. For repairs covered under warranty, Giga-tronics Inc. will pay freight charges only for returning items to the customer.

Commonly Requested Data:

Federal Tax I.D. No.	94-2656341
DB CEC No.	02-178-2669
CAGE No.	58900
SIC No.	3825
NAICS No.	334515
DODAAC	EZ5750
ACN	L7000099
ISO Reg & Cert No.	NQA 13085
California Re-Sellers Permit	SR CHB 21-719887



Your Giga-tronics contact is: Evelyn Yniguez, Accounts Receivable
Telephone: (925) 328-4650, ext. 4616
e-mail: eyniguez@gigatronics.com

Payment Information:

For a mailed Invoice payment, please remit payment to:

Giga-tronics Incorporated
4650 Norris Canyon Road, San Ramon, CA 94583

For invoice payment by DOMESTIC wire transfer:

The paying financial institution or the payer is to route all domestic wire transfers via FEDWIRE to the following ABA number:

To: SIL VLY BK SJ
3003 Tasman Drive, Santa Clara, CA. 95054

Routing & Transit Number: 1211 40399

For the credit of: Giga-tronics Incorporated
4650 Norris Canyon Road, San Ramon, CA 94583

Credit account No. 3300 425696

By order of: (name of sender)

For invoice payment by INTERNATIONAL wire transfer:

The paying financial institution or the payer is to advise their United States correspondent bank to pay as follows:

To: Silicon Valley Bank
3003 Tasman Drive, Santa Clara, CA. 95054 USA

Routing & Transit Number: 1211 40399

SWIFT Code: SVBKUS6S

For the credit of: Giga-tronics Incorporated
4650 Norris Canyon Road, San Ramon, CA 94583

Credit account No. 3300 425696

By order of: (name of sender)

For settlement instructions or other questions, contact the International Department of Silicon Valley Bank at (408) 654-7774 .