



Instructions apply to both CSI and AMS branded products.

Need to return an item for service? We're here to help!

For the fastest possible service and return of your AMS equipment, please read the following instructions carefully. Should you have any questions please contact us directly at 800-833-8314 or email ap-sms@emerson.com. Toll free numbers for other world areas can be found at **Emerson Technical Support and Customer Service**.

Please download the correct form for your location based on the final destination for the equipment. All equipment that will be returned outside of the United States should use the International form identified below.

If you are returning a AMS 9420 Wireless Vibration Transmitter, the power module must be removed before shipping the unit back to Knoxville. The power module is a primary lithium battery and considered a dangerous good/regulated shipment. **DO NOT SHIP THE POWER MODULE TO KNOXVILLE**. It is the shipper's responsibility to ensure compliance with all transportation regulations. Failure to do so may result in hazardous conditions, loss of life or property, and refusal of receipt by the Knoxville receiving department.

If your technology will be returned to an address in the United States - please complete [this form](#) and email to WWCS.CustServ@AP.EmersonProcess.com to be issued an RMA. Once you have received the RMA number, print a hard copy of the form and ship with your equipment.

If your technology will be returned to an address OUTSIDE the United States - please complete this form and email to WWCS.CustServ@AP.EmersonProcess.com to be issued an RMA. Once you have received the RMA number, print a hard copy of the form and ship with your equipment. No product will be returned without a completed and approved form. Please note the following:

1. **Bill To/Invoice To** - this is the party that will be responsible for payment of invoice and/or customs duties.
2. **Freight Forwarder** - this is the address where Emerson will return the equipment. If you are NOT using a Freight Forwarder, please enter NONE in the contact field.
3. **Ship To** - If you are using a Freight Forwarder, this is the address where they will return the equipment. If you are NOT using a Freight Forwarder, this is the address where Emerson will return the equipment.
4. **End User** - this is the customer contact information. Forms containing contact information for local Emerson representation will be rejected unless the equipment belongs to the Emerson representative and is noted as such on the form.
5. The **RMA Import Procedure** should be followed when shipping products to the United States. Failure to follow these procedures will cause delays in the processing and return of the equipment.
6. You must provide an email address to receiving tracking information related to your return shipment. You may provide up to three (3) addresses.

Trade Compliance questions or issues should be directed to Plantweb.Tradecompliance@Emerson.com. Your Commercial Invoice should be made out to Computational System, Inc. If you have questions related to a Commercial Invoice that was provided by Emerson, contact MHM.Shipping@Emerson.com

Purchase orders or questions regarding submitted orders should be directed to MHM.Orderprocessing@Emerson.com. All purchase orders should be made out to Emerson LLLP.