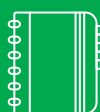


HOW IT WORKS



1. Contact our customer center at 1-800-672-2222 to request a service notification OR email to us.cs@MSAsafety.com. **Notice: You MUST obtain a Service Notification prior to sending in your product. Please refer to second page for details needed to obtain the Service Notification.**



2. Provide your billing, shipping and contact information.



3. Provide the product model, serial number and problem/service requested.



4. The customer service agent will provide you with service options available and pricing.



5. Provide your method of payment:
 - credit card number
 - purchase order number



6. Return the product along with a copy of the service notification provided by the customer service agent to the address indicated on the service notification.



7. For products requiring an estimate, the service center will contact you for approval as soon as an evaluation is made.



8. The service center will complete your service order and return it to you as soon as possible.

INFORMATION NEEDED FOR SERVICE NOTIFICATION REQUEST		
Billing Address (Sold To Account)		
Name		
Address		
Address		
City	State	Zip
Contact Name		
Phone		
Email		
Shipping Address (Ship To Account)		
Name		
Address		
Address		
City	State	Zip
Product Information		
Product Make/Model		Serial Number
Service Requested		
Problem		
Payment Information		
Purchase Order		
Credit Card	Yes	<i>Note: Credit card information taken directly by Customer Service representative at time of initial phone call. Or, if form is emailed, Customer Service representative will contact customer for credit card information.</i>

Notice: You **MUST** obtain a Service Notification prior to sending in your product. Call or email Customer Service as indicated below.

CALL: To return a unit for service, provide above information to MSA Customer Service at 1-800-672-2222.

EMAIL: To return a unit for service, provide above information to MSA Customer Service at us.cs@MSAsafety.com.

SHIP TO: Please refer to the Service Center ship to address located on your service notification.

U.S. Customer Service Center

Phone 1-800-MSA-2222

Fax 1-800-967-0398

MSA Canada

Phone 1-800-672-2222

Fax 1-800-967-0398

MSA Mexico

Phone 01 800 672 7222