

Subject: Re-Calibration / sensor check / RMA#20723
From: schuyler smith <schuyler.smith@apogeeinstruments.com>
Date: 07/25/2013 08:42 AM
To: "sebastian.hoch@utah.edu" <sebastian.hoch@utah.edu>

Sebastian,
Yes we can do a recalibration/check for \$100. Please include the RMA#(20723) on the outside of the package.

Our address is:
Apogee Instruments
RMA#20723
721 W 1800 N
Logan, UT 84321

Let me know if you need anything else.

Schuyler Smith
Calibration Technician Apogee

schuyler.smith@apogeeinstruments.com
www.apogeeinstruments.com
721 W 1800 N Logan, UT 84321
ph: 435.792.4700 fax: 435.787.8268

-----Original Message-----
From: Melissa Beckstead
Sent: Thursday, July 25, 2013 8:24 AM
To: schuyler smith
Subject: FW: Re-Calibration / sensor check / Re: Sales order 3387

Schuyler,

Will you please send Sebastian a RMA# for recalibration?

Melissa Beckstead
Sales and Production Manager
melissa.beckstead@apogeeinstruments.com
<http://www.apogeeinstruments.com>
721 W. 1800 N., Logan UT 84321, USA
435.792.4700 fax: 435.787.8268

-----Original Message-----
From: Sebastian Hoch [<mailto:sebastian.hoch@utah.edu>]
Sent: Wednesday, July 24, 2013 6:05 PM
To: Melissa Beckstead
Subject: Re-Calibration / sensor check / Re: Sales order 3387

Melissa,

One of the SI-111 sensors that I bought about a year ago from you has suffered a bit of abuse as it was not handled properly. It looks fine and the lens is not scratched or damaged, but the sensor was thrown around in a logger box.

I would like to send it back to you for a recalibration / check. Do you offer such a service and if so, could you provide me with a quote?

Thank you,

Sebastian Hoch

Dr. Sebastian W. Hoch Office: INSCC 485
Atmospheric Sciences, University of Utah Phone: +1-801-581-7094
135 S 1460 E, Rm 819 Fax: +1-801-585 3681
Salt Lake City, UT 84112-0110 [Email:sebastian.hoch@utah.edu](mailto:sebastian.hoch@utah.edu)

On 1/12/12 12:41 PM, Melissa Beckstead wrote:
Dear Customer;

Your sales order is attached. Please review this order and let me know ASAP if any of the information is incorrect, otherwise it will ship as it is listed.

- Verify that we have the correct bill to and ship to addresses.
- Verify that the model number, product description, and prices listed match your intended purchase.

****Our standard lead time is 1-2 weeks, although if the product you have ordered is in stock it will ship sooner. When your order ships, you will receive another e-mail directly from UPS with your tracking number.****

Thank you for your business.

Melissa Beckstead
Sales and Production Manager
melissa.beckstead@apogeeinstruments.com

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