

RMA PROCESS FOR EQUIPMENT REPAIR

- 1) Discrepancy or failure is discovered at customer location.
- 2) Customer to notify Spectrolab of failure or discrepancy. Customer to provide Part Number and Serial Number combination of the part(s).
- 3) Spectrolab to conduct research into P/N and S/N to determine status of component. Spectrolab will notify the status of component to Customer.
- 4) **DO NOT** ship any component(s) back to Spectrolab until you have received a Return Material Authorization (RMA) number for the component(s). **All components that are returned to Spectrolab without an RMA will be refused.**
- 5) Spectrolab will generate RMA documentation to include: Foreign Shipper's Declaration and Commercial Invoice with in-country freight forwarder information included.
- 6) Pursuant to receipt of RMA documentation, Customer will contact freight forwarder in their area and ask that the items be picked up for return either to USA or to a designated Service Center.