

The following procedure should be followed to ensure the proper handling of all repair requests, warranty or non-warranty, for all principal's or non-principal's products:

STEP A – CUSTOMER COMPLETES “RETURN GOODS CONTROL DOCUMENT”

- 1) Customer identifies the model number and serial number of all item(s) to be returned
- 2) Customer documents all fault(s) experienced with as much detail as possible
- 3) Customer to advise warranty expectations by checking “**IS**” or “**IS NOT**” in warranty request area
Note - as with all of our products, any warranty claim is FOB factory so there will be the costs associated with return freight ex Spectrum or factory service centre which must be invoiced – only authorized factory personnel can deem a product eligible for warranty coverage and the final decision rests with them
- 4) Customer must add PO# or VISA Credit Card Number that will be used for invoicing repairs and Related transport costs

STEP B – SECURE A RETURN GOODS AUTHORIZATION NUMBER

- 5) Customer emails or faxes the completed “Return Goods Authorization control document to Spectrum; an **RGA#** (return goods authorization #) will be added to the customer's completed RGA form and returned to the customer for shipping

STEP C – SHIPPING GOODS

- 6) once you have received your assigned RGA#, ship item(s) for repair **prepaid** to:

Spectrum Instruments Ltd
44 Forest Drive,
Brighton, Ontario K0K 1H0 Canada
REF: Spectrum RGA# _____
PO#: _____

Be sure the following information is included in your shipment:

contact information
return ship-to address /invoice address
recommended courier and account number*
a copy of your completed RGA form

REPAIR TERMS & CONDITIONS:

- | | |
|--------------------------------|--|
| Spectrum Principal's Products: | - net 30 days from date of shipment |
| Buyout Products:: | - net 15 days of shipment |
| FOB: | - factory / service center as my apply |
| Evaluation Fee: | - evaluation fees vary by product and are typically waived if the product is found to be a valid warranty claim, OR, if customer accepts repair costs per post evaluation estimate |

* - unless otherwise specified, goods will be returned UPS ground, prepaid and charged – a \$10.00 handling fee will be added to the cost of shipping to cover handling and insurance costs

**RETURN GOODS
CONTROL
DOCUMENT**

DATE: _____, _____, 20____
mm dd yy

PO#: _____

CUSTOMER:

Company: _____
 Address: _____
 Address: _____
 City, Prov.: _____

Ph: _____
 Contact: _____
 Carrier: _____ Acct: _____

RGA #: _____
to be assigned by Spectrum Instruments

WARRANTY REQUESTED: YES check
 NO one

ITEM	MAKE / MODEL	SERIAL NBR.	DESCRIPTION	FAULT <i>(List all)</i>
1				

INVOICE ADDRESS (if different from above):

NOTE: if cost of repair (including freight) is estimated to be less than 50% of equivalent new replacement unit, we will **automatically** proceed with repair; if cost of repair (including freight) is greater than 50% of new equivalent replacement unit, we will put a 'hold' on repair awaiting confirmation from contact to proceed with repair or dispose of goods as required: _____ Check if unacceptable