

Customer Failure Analysis & Corrective Actions Information (RMA Form)

The purpose of this RMA (Retrun Material Authorization) form is to track non-compliant products, while continually improving our quality by which we measure our success. This form is available in PDF or Word format and can be downloaded at www.spectratime.com in the [Tech Support>Returns section](#).

STEP 1 - CUSTOMER & PRODUCT INFORMATION			
<i>(Please email this RMA form at RMA@spectratime.com)</i>			
<i>(For end life cycle product's return: Please email this RMA form at WEEE@spectratime.com)</i>			
1	Company :		Contact Person :
	Address :		Email :
			Phone :
			Customer P/N :
2	Part Name :		Spectratime P/N :
	Spectratime S/N :		Rev Number :
3	Description of non-compliance (failure or defect)* :	<input type="checkbox"/> Continue failure <input type="checkbox"/> Intermittent failure	
* In order to reduce the deadlines, please describe the failure as precisely as possible.			
4	Date : _____		
5	Return address : Orolia Switzerland SA, Attn : RMA, Vauseyon 29, CH-2000 Neuchatel, Switzerland		

STEP 2 - SPECTRATIME FOLLOW-UP PROCESS	
<i>(To be filled in by Orolia Switzerland)</i>	
6	RMA ID # :
7	Incoming functional test : ok <input type="checkbox"/> not ok <input type="checkbox"/>
8	Confirmation of non-compliance declared by customer : yes <input type="checkbox"/> no <input type="checkbox"/>
9	Root-cause analysis of non-compliance :
10	Customer submission of a corrective & preventive action report :
11	Approved by : _____ Date : _____

STEP 3 - CUSTOMER DECISION & APPROVAL			
	Invoiceable Items	Price Items	Customer Signature
12	Analysis (A) / Repair (R) / Calibration (C) *CoC is available for an extra fee upon request *CoC fee USD 100 / EUR 90 (Repair under warranty according to SpectraTime's terms at www.spectratime.com/support/warranty)	<input type="checkbox"/> *CoC is requested	
13	Transportation (T)		
14	Repair Lead Time (LT)		
<i>LT : Please note that the RMA cycle may take up to 12 weeks to perform once we receive the unit(s), as it includes 2 key quality control processes: 1) the fault identification and repair process, which takes up to 4 weeks, and 2) the long-term stability testing process to meet the spec, which takes up to 8 weeks. We cannot guarantee a shorter cycle, unless the customer waives the long-term stability test, though we strive and are committed to make the RMA cycle as short as possible, while continuously improving our quality control process.</i>			

STEP 4 - CUSTOMER FEEDBACK
We appreciate and care about your feedback. If you are unsatisfied about the above outcome or need more details, please check this box <input type="checkbox"/> and return this form to us by email at RMA@spectratime.com .