The purpose of this RMA (Return 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](http://www.spectratime.com) in the Tech Support/Returns section.

#### STEP 1 - CUSTOMER & PRODUCT INFORMATION

**Company:**

**Contact Person:**

**Address:**

**Email:**

**Phone:**

**Customer P/N:**

**Part Name:**

**Spectratime P/N:**

**Spectratime S/N:**

**Rev Number:**

**Description of non-compliance (failure or defect)**:

- [ ] Continue failure
- [ ] Intermittent failure

*In order to reduce the deadlines, please describe the failure as precisely as possible.*

**Date:**

**Return address:** Orolia Switzerland SA, Attn: RMA, Vauseyon 29, CH-2000 Neuchatel, Switzerland

#### STEP 2 - SPECTRATIME FOLLOW-UP PROCESS

**RMA ID #:**

**Incoming functional test:**

- [ ] ok
- [ ] not ok

**Confirmation of non-compliance declared by customer:**

- [ ] yes
- [ ] no

**Root-cause analysis of non-compliance:**

**Customer submission of a corrective & preventive action report:**

**Approved by:**

**Date:**

#### STEP 3 - CUSTOMER DECISION & APPROVAL

<table>
<thead>
<tr>
<th>Invoiceable Items</th>
<th>Price Items</th>
<th>Customer Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analysis (A) / Repair (R) / Calibration (C)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>CoC is available for an extra fee upon request</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>CoC fee USD 100 / EUR 90</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Repair under warranty according to SpectraTime’s terms at <a href="http://www.spectratime.com/support/warranty">www.spectratime.com/support/warranty</a>)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>[ ] <em>CoC is requested</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation (T)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repair Lead Time (LT)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*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.*

#### 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 [ ] and return this form to us by email at RMA@spectratime.com.