

# Return Material Authorization Form (RMA)

QF-04-011

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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 <https://www.oralia.com/support/spectratime> in the [Warranty & Returns section](#).

STEP 1 - CUSTOMER NOTIFICATION & PRODUCT INFORMATION			
(Please fill up only the step 1 and email this RMA form at <a href="mailto:spectratime-aftersales@oralia.com">spectratime-aftersales@oralia.com</a> )			
Normal product return policy will be applied with pre-authorization required in the form of RMA Number without which product will not be accepted			
1	Company :		Contact Person :
	Address :		Email :
			Phone :
Customer P/N :		Spectratime P/N :	
2	Part Name :		Rev Number :
	Spectratime S/N :		Date :
3	Description of non-compliance (failure or defect)* :		<input type="checkbox"/> Continue failure <span style="margin-left: 100px;"><input type="checkbox"/> Intermittent failure</span>
	<small>* In order to reduce the deadlines, please describe the failure as precisely as possible.</small>		
STEP 2 - SPECTRATIME FOLLOW-UP PROCESS UPON NOTIFICATION			
(To be filled in by Orolia Switzerland)			
4	RMA ID # :	<input type="checkbox"/> Under Warranty    Repair Lead Time (estimated):	→ PLEASE RETURN
		<input type="checkbox"/> Out Warranty    Analysis <input type="checkbox"/> / Repair <input type="checkbox"/> / Calibration <input type="checkbox"/> Price:	Repair Lead Time (estimated):    Transportation Price:
	→ PLEASE RETURN THIS FORM WITH YOUR PO		
<small>-The company warrants its reparations up to 6 months from the day of shipment. The warranty only applies to the repair.                      -For each unit returned and found to meet all functional requirements, you agree to pay a \$100 evaluation fee and the return shipping charges as outlined in the terms and conditions.                      -Lead Time : 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.</small>			
STEP 3 - CUSTOMER DECISION & APPROVAL			
(To be filled by customer only for out warranty products)			
6	Quotation approved:		
	<input type="checkbox"/> Yes    PO N° :		
	<input type="checkbox"/> No <input type="checkbox"/> Return product to SpT for disposal * <input type="checkbox"/> I will dispose the product by myself		
Sign:	Date:		
Send completed form with your PO to Orolia Switzerland via email <a href="mailto:spectratime-aftersales@oralia.com">spectratime-aftersales@oralia.com</a> Ship product(s) to: Attn: RMA#, Orolia Switzerland SA, Vauseyon 29, CH-2000 Neuchatel, Switzerland <small>*Delivery cost of any authorized product returned to Orolia Switzerland will be at the expense of the sender.</small>			
STEP 4 - SPECTRATIME RECEPTION PROCESS			
(To be filled in by Orolia Switzerland after reception of products)			
7	Incoming functional test : <input type="checkbox"/> OK <input type="checkbox"/> NOT OK		
8	Confirmation of non-compliance described by customer : <input type="checkbox"/> YES <input type="checkbox"/> NO		
9	Root-cause analysis of non-compliance :		
10	Customer submission of a corrective & preventive action report :		
11	Repair Lead Time:		
12	Approved by :	Date :	