

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 spectratime-aftersales@oralia.com) | | | |
|--|--|---|------------------|
| 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 <input type="checkbox"/> Intermittent failure | |
| | <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>-Repairs carried out outside the initial product warranty are guaranteed for 3 months (limited to the repaired function). -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 spectratime-aftersales@oralia.com 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 : | |