

Product Return & Calibration Form

QF-04-015



Rev : May 17, 2011

Customer, Product & Follow-Up Information

The purpose of this form is to get applicable information to properly return products that need to be recalibrated at SPECTRATIME due to complex calibration processes. This form is available in PDF or Word format at www.spectratime.com in the Tech Support section.

STEP 1 - CUSTOMER & PRODUCT INFORMATION

(Please email at calibration@spectratime.com)

1	Company		Contact Person	
	Address		Email	
			Phone	
			Fax	
2	Part Name		Customer P/N	
	Part S/N			
3	Description of Product Return			
	<input type="checkbox"/> Recalibration Number of Units to Be Returned _____ Other, please specify _____			
4	Date :			
5	Return address : Spectratime Headquarter Attn : RMA Vauseyon 29 CH-2000 Neuchâtel – Switzerland			

STEP 2- CUSTOMER DECISION

Invoiceable Items		Pricing		Customer Approval	Date
6	Calibration & Test Report	Units	Unit Price	Approved by	Date
		1-4	\$320/€240		
		5-9	\$290/€220		
		10-19	\$230/€180		
7	Transportation	Not included		_____	_____
8	Calibration Lead Time	Typically, 4-6 weeks unless otherwise advised			

STEP 3 - SPECTRATIME FOLLOW-UP TASKS

(To be filled in by Spectratime)

9	RMA ID#	
10	Root-Cause Analysis of Product Return	
11	Customer Submission of a Calibration Test Report	
12	Approved by	Date

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 by email at calibration@spectratime.com.