

Customer Failure Analysis & Corrective Actions Information (RMA Form)

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 in the Returns section. .

STEP 1 - CUSTOMER & PRODUCT INFORMATION (Please email this RMA form at RMA@spectratime.com)				
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)* :		1 st Delivery Date :	
	<small>* In order to reduce the deadlines, please describe the failure as precisely as possible.</small>			
4	Date : _____			
5	Return address : Orolia Switzerland SA, Attn : RMA, Vauseyon 29, CH-2000 Neuchatel, Switzerland			

STEP 2 - SPECTRATIME FOLLOW-UP PROCESS (To be filled in by Orolia Switzerland)	
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	Date
12	Analysis (A) / Repair (R) / Calibration (C) <small>*CoC is available for an extra fee upon request (Repair under warranty according to SpectraTime's terms at www.spectratime.com/support/warranty/)</small>			
13	Transportation (T)			
14	Repair Lead Time (LT)			
<small>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.</small>				

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 .