

## RETURN MERCHANDISE AUTHORIZATION FORM

To submit a Return Merchandise Authorization (RMA) and expedite your request, please complete all fields below and return it to [sales@coherent-solutions.com](mailto:sales@coherent-solutions.com).

You will be notified with an RMA number if your return request has been approved. Shipping information for sending the unit to Coherent Solutions will be provided once the RMA is issued. Complete RMA details are described on pages 2 & 3.

Name:	
Phone:	Fax:
Email:	
Purchase order number:	
Other contacts (sales representative if applicable):	

### Return Shipping Address

Please provide specific shipping instructions for this order. If you do not provide shipping instructions, we will ship the order prepaid, and add the shipping charges to your invoice.

Name:	
Street address:	
City, state, postal code:	
Country:	
Shipping Carrier:	Collect Account Number:
Special Shipping Instructions:	

### Product Information

Warranty	Non-warranty	Unknown
Model Number:		
Serial Number:	Date of Purchase:	
Reason for Return or Description of Problem:		

## Terms and Conditions

Coherent Solutions will verify the warranty status of the unit before it is shipped for RMA.

### Product Returns for “Warranty” Determination

- Coherent Solutions will test the product according to the description of the problem listed on Page 1 of this form. If the product is found to be defective as covered by the warranty, it will be repaired at no charge and shipped, prepaid, back to the customer.
- If defects not covered by the warranty are identified, Coherent Solutions will contact the customer and provide a no-obligation quote for the repair work.
- If the product has no identifiable defects, Coherent Solutions reserves the right to charge for testing and return delivery.
- Warranty repairs do not extend the original warranty period. Please refer to the Terms and Conditions of Sale (Appendix 1) for product warranty periods.

### Warranty Exclusions

- Damage due to abuse, neglect or failure to operate in accordance with instructions provided in the owner’s manual(s) supplied.
- Damage due to excessive humidity, corrosive environments or other contaminants.
- Exceeding damage levels of optical or electrical inputs.
- Product failure caused by installing or operating product under conditions not in accordance with installation and operation guidelines or damaged by contact with tools or surroundings.
- Superficial wear and tear due to general use.

### Warranty Returns

- Must be in the original manufacturing packaging.
- Must include all original accessories and manuals.
- Must have the same serial number as was authorized in the RMA form.
- If your shipment arrives damaged, you must note the damage on the carrier's delivery record in accordance with the carrier's policy, save the merchandise in the original box and packing it arrived in, and arrange for a carrier inspection of damaged merchandise.

### Product Returns for “Non-Warranty” Determination

Non-Warranted returns will incur a testing fee to determine the root cause of the failure. This fee must be agreed on before the unit is returned to Coherent Solutions. The shipping cost are the responsibility of the of the product owner. If no problem can be identified, the unit will be shipped back at the product owner’s cost.

After testing, the customer shall be notified of the repair cost. At such time the customer must issue a written confirmation to proceed with the repair(s), agree to cover the costs of the repair, return freight and customs/duties fees or authorize the product to be shipped back as is, at the customer’s expense. Failure to obtain written confirmation within thirty (30) days of notification will result in the product being returned as is, at the customer’s expense. Repair work is warranted for ninety (90) days from date of shipment.

### Packaging

All returns must be in the original manufacturing packaging. Failure to ship the unit in original packaging may void the warranty. Replacement packaging can be purchased from Coherent Solutions in the event that the original packaging was lost. Please take care to package your return carefully. Coherent Solutions is not



responsible for damaged or lost product(s) during shipping. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

I agree to the terms and conditions set forth in this form.

Full name: \_\_\_\_\_