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.orolia.com/support/spectratime> in the [Warranty & Returns section.](https://www.orolia.com/support/spectratime/warranty-returns)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **STEP 1 - CUSTOMER NOTIFICATION & PRODUCT INFORMATION**  ***(Please fill up only the step 1 and email this RMA form at*** [***spectratime-aftersales@orolia.com***](mailto:spectratime-aftersales@orolia.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)\* :** | | **Continue failure**  **Intermittent failure** | |
| \* In order to reduce the deadlines, please describe the failure as precisely as possible. | | | |
| **STEP 2 - SPECTRATIME FOLLOW-UP PROCESS UPON NOTIFICATION**  ***(To be filled in by Orolia Switzerland)*** | | | | |
| **4** | **RMA ID # :**  **Under Warranty Repair Lead Time** (estimated)**:       🡪 PLEASE RETURN**  **Out Warranty Analysis**  **/ Repair**  **/ Calibration**  **Price:**  **Repair Lead Time** (estimated)**:       Transportation Price:**  **🡪 PLEASE RETURN THIS FORM WITH YOUR PO**  *-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.* | | | |
| **STEP 3 - CUSTOMER DECISION & APPROVAL**  ***(To be filled by customer only for out warranty products)*** | | | | |
| **6** | **Quotation approved:**  **Yes PO N° :**  **No**  **Return product to SpT for disposal \***  **I will dispose the product by myself**  **Sign:**        **Date:**  Send completed form with your PO to Orolia Switzerland via email [spectratime-aftersales@orolia.com](mailto:spectratime-aftersales@orolia.com)  **Ship product(s) to: Attn: RMA#, Orolia Switzerland SA, Vauseyon 29, CH-2000 Neuchatel, Switzerland**  \*Delivery cost of any authorized product returned to Orolia Switzerland will be at the expense of the sender. | | | |
| **STEP 4 - SPECTRATIME RECEPTION PROCESS**  ***(To be filled in by Orolia Switzerland after reception of products)*** | | | | |
| **7** | **Incoming functional test :**  **OK**  **NOT OK** | | | |
| **8** | **Confirmation of non-compliance described by customer :**  **YES**  **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 :** | |