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)

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| **STEP 1 - CUSTOMER NOTIFICATION & PRODUCT INFORMATION*****(Please fill up only the step 1 and email this RMA form at*** ***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**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 :**       |