



## RMA Policies and Procedures

As part of our goal to provide the best customer and technical support at Otis Instruments, Inc., we have created a short list of policies for handling returned products. When submitting a product that may need repair or replacement, please consider the following items:

1. Our technical support team must establish if the circuit boards (or any other equipment) are in warranty.
2. If the equipment is in warranty, our technical support team will issue an RMA for the return of said equipment. The RMA is for diagnosing and testing purposes; we will repair or replace and return to you at no cost to you.
3. If the equipment is not in warranty, we will issue an RMA for you send the equipment to our corporate office for repair or replacement. We will diagnose and test the equipment, then contact you with a quote for the replacement or repair and labor. Once informed of your product's state, you may choose to have us repair the product or return unrepai red product. However, regardless of your choice, there will charge for the labor endured during the diagnosing and testing process.
4. Due to the complexity of surface mount components on the boards, we do not allow any board to be repaired out-of-house.
5. When sending a product in for repair, the complete unit must be returned. Otis Instruments will only warrant products/parts that are in their original condition.
6. All returns must be pre-approved by Otis Instruments. All returns must have an Otis-provided RMA number written on the outside of the package. If the RMA number is not visible on the outside of the package, the shipment will not be accepted.
7. Product returns will only be accepted if the product is in the original condition and packaging, as shipped from the factory. A restocking fee of 15% will be charged for all returned products.