

Description of Steps for Return-Shipments

1. Customer requests RMA from sales representative and/or product engineer.
2. The RMA form request needs to contain:
 - customer details (name address, contact person)
 - references to purchase order, respective invoice number or delivery note
 - serial number
 - failure information (please be as specific as possible)
3. DILAS will supply you with:
 - the RMA number
(without such a number the return shipment can not be processed)
 - copy of RMA form to include with shipments
4. Customer returns the goods to DILAS, including a copy of the filled out RMA form.
 - please ensure the goods are returned in the original boxes
 - please make sure that you handle the goods with the same care as you would do for original parts
5. DILAS will process the return shipments and will provide information about the repair schedule.
6. By sending back the goods you are agree with opening and testing the goods.
7. DILAS reserves the right to invoice the arising expenses for testing and analysis (for goods being out of warranty or goods mishandled). In case of ordering the repair, DILAS will offset the costs of the test and analysing procedure.
8. Please reference DILAS' General Handling Instruction manual and Terms & Conditions for more information.

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