

Return Material Authorization Request

- Kurt J. Lesker Company (KJLC) will issue a Return Material Authorization number (RMA) for a product for repair or evaluation **after** the customer accurately completes and returns this form **and** KJLC approves. **DO NOT ship any product until an RMA number has been provided. KJLC will not accept customer returns without a valid RMA # and this completed form.**
- Customer must properly package and/or crate return goods to assure proper transit and prevent shipping damage.
- Pumps returned for repair must have oil drained (if applicable) and inlet/exhaust ports sealed.
- All "abandoned & unresolved returned items" will become property of KJLC after 90 days of original RMA issuance date. For pump repair questions, please contact KJLC sales representative.
- **If Customer is requesting credit for return goods**, Customer must return the goods (a) in the condition originally received by customer, (b) free from any damage, use or modification, (c) in the original packaging and (e) with all manuals and accessories provided by KJLC. Restocking fees may be applied.

The return shipment documentation must include a copy of this completed Request. The package label must clearly show the RMA#. Return all goods to: **Kurt J. Lesker Company, Attn: RMA#_____**

I. DESCRIPTION:

KJLC Part Number: _____ Quantity: _____ Serial #: _____

Original Sales Order #: _____ Original PO#: _____ Repair PO#: _____

Pump Returns Only: Voltage: _____ Lubricant Used: _____

(Outside USA Only):

Country of Origin: _____ Product Value: _____ Product Weight: _____ Product Dimensions: _____

Import Commodity Code (10 digits): _____ Export Commodity Code (8 digits): _____ ECCN Code: _____

II. REASON FOR RETURN (Be specific and attach additional documentation or photos as necessary):

III. CUSTOMER HEALTH AND SAFETY REPRESENTATIONS TO KJLC:

Have the return goods ever been exposed to, contained in, or been used with toxic, hazardous or dangerous chemicals and/or materials? Yes No

Used in a Semiconductor Copper process? Yes No

Used in a Photovoltaic process? Yes No

If any response above is "Yes" continue with "A" if "No" continue to "E"

A. Customer must indicate, by checking the appropriate boxes below, whether such chemicals and/or materials were:

- | | |
|--|---|
| <input type="checkbox"/> Toxic Materials | <input type="checkbox"/> Radioactive Materials |
| <input type="checkbox"/> Corrosive Materials | <input type="checkbox"/> Biological/Infectious Substances |
| <input type="checkbox"/> Carcinogen | <input type="checkbox"/> Flammable/Combustible materials |
| <input type="checkbox"/> Oxidizer | <input type="checkbox"/> Other _____ |

B. Customer must provide (on additional attached sheets provided by Customer) complete details of such exposure.

C. **Customer must attach to this Request the SDS for each such toxic, hazardous, or dangerous chemical and/or material the product may have come in contact with.**

D. Have the return goods been properly and completely cleaned, decontaminated, and made safe to handle **before** they are returned to KJLC? Yes No

Comments: _____

KJLC relies on the accuracy and completeness of Customer's answers (indicated above or attached to this Request) (a) to protect KJLC employees and to comply with applicable laws and (b) to determine whether to issue to Customer an RMA# and/or to accept the return goods. The undersigned Customer hereby accepts full responsibility for, and agrees that Customer will indemnify, defend and hold harmless KJLC and its employees, agents and all other persons from and against, any harm, injury, loss or expense arising from or out of (i) the condition of the return goods or (ii) any inaccuracy, incompleteness or misrepresentation by Customer in this Request.

E. Name: _____ Company: _____ Position: _____

Signature: _____ Date: _____

Phone: _____ Fax: _____ Email: _____

Return Address: _____

The above signed Customer certifies to KJLC that (a) all information provided in or with this Request is true and complete and (b) all return goods have been properly and completely cleaned, decontaminated and made safe to handle.

Return Material Authorization Request

KJLC Use Only

General Customer & Safety Information: Customer Account Number: _____

If the customer noted Yes in Section III above:

The information (including the QAF-206 and Safety Data Sheets) must be forwarded to the appropriate Production Manager (for internal work) and/or Sourcing Manager (for supplier work) for approval and required PPE / controls prior to the RMA being issued.

Production Manager / Sourcing Manager Approval

Name:		Title:	
<input type="checkbox"/> Approved	PPE and/or Controls Required:		
<input type="checkbox"/> Not Approved	Reasoning:		

Product Information: ITAR Restricted Product? Yes No

Verify the customer completed information is complete and correct i.e. KJLC part number, original sales order number, etc.

Customer and/or Sales Driven Returns for Credit (Customer ordered too many, order entry mistake, recommended the incorrect product, etc.)

New, Unused, and in Original Packaging? Yes No
 Customer Expectation: Credit Credit & Replace

Logistics Picking Error (Customer Received Incorrect Product(s) (i.e. the part number(s) received does not match the part number(s) on the packing slip))

Original Sales Order: _____ Part number ordered: _____ Part number received: _____

If possible, have the customer supply photos of product received and the KJLC label on the product

Vacuum Services (Non-Warranty) Pump Repair

Outgoing Sales Order: _____

Fluid Reclaim

Outgoing Sales Order: _____ Fluid: _____

Customer Supplied Targets & Backing Plates

Outgoing Sales Order: _____ Type of Current Bond: _____ Returning: Target Backing Plate Both

Precious Metal Reclaim

Outgoing Sales Order: _____ Crucible part number (if known): _____

Warranty Evaluation/Repair (all perceived quality issues)

Customer Expectation: Credit Repair Replace

Non-Warranty Repair (i.e. Sale for repair/service)

Customer Supplied Parts for Manufacturing / PED

Part Number: _____ Outgoing Sales Order: _____

Description of Parts being Supplied: _____

Return of Loaner / Demo Equipment

INJ (Inventory Journal Number) the item shipped out referencing: _____

Approval (Product Manager, Product Specialist, PED Service)

Required for: NC/NR returns for credit, Warranty Evaluation/Repair, Non-Warranty Repair, and Customer Supplied Parts

Name:		Title:	
<input type="checkbox"/> Approved	Disposition:	<input type="checkbox"/> Credit & Restock <input type="checkbox"/> Credit & Scrap <input type="checkbox"/> Replace <input type="checkbox"/> Repair & Return <input type="checkbox"/> Restocking Fee <input type="checkbox"/> Credit Shipping Charges	
<input type="checkbox"/> Not Approved	Reasoning:	Disposition of Products: _____ Notes: _____	