



RETURNING PRODUCTS REPLACED BY TECHNICAL SUPPORT (RMAs)

PLEASE SAVE ALL PACKING MATERIALS & PAPERWORK

INSTRUCTIONS FOR RETURNING PRODUCTS REPLACED BY TECHNICAL SUPPORT (RMAs):

YOU MUST RETURN YOUR EQUIPMENT TO SPECTRA LOGIC WITHIN 5 BUSINESS DAYS AS OUTLINED
IN YOUR SPECTRA LOGIC SERVICE AGREEMENT.

PACK THE PRODUCT IN ITS ORIGINAL BOX USING THE ORIGINAL SPECTRA LOGIC PACKING MATERIALS.

WARNING: SEVERE DAMAGE CAN OCCUR IF THE PRODUCT IS NOT PACKAGED CORRECTLY IN ITS ORIGINAL BOX WITH THE ORIGINAL PACKING MATERIALS. YOU ARE LIABLE FOR ANY DAMAGE THAT RESULTS FROM UNAUTHORIZED PACKING MATERIALS OR THE IMPROPER PACKING OF THE PRODUCT.

**** IF YOUR PACKING MATERIALS WERE DAMAGED DURING THE
INITIAL SHIPMENT, PLEASE CONTACT SPECTRA LOGIC ****

MAKE SURE THE CONTENTS OF THE BOX ARE SECURE BY TIGHTLY TAPING THE BOX CLOSED.

IF YOU ARE WITHIN THE UNITED STATES YOU HAVE BEEN PROVIDED A RETURN LABEL USING FEDEX. APPLY IT TO THE OUTSIDE OF THE BOX. PLEASE FOLLOW INSTRUCTIONS FOR CONTACTING THE CARRIER FOR PICK UP CORRESPONDING TO YOUR LABEL/EMAIL FROM SPECTRA.

FEDEX – TO FIND A DROP OFF LOCATION, GO TO FEDEX.COM OR CALL 1-800-GOFEDEX. TO SCHEDULE A PICK-UP, HAVE YOUR LABEL READY AND CALL 1-800-GOFEDEX (THE CUSTOMER SERVICE REP WILL ASK FOR INFORMATION FROM THE LABEL, SO PLEASE MAKE SURE TO HAVE IT AVAILABLE WHEN CALLING).

IF YOU ARE OUTSIDE THE UNITED STATES

YOU HAVE BEEN PROVIDED WITH A DHL RETURN LABEL AND COMMERCIAL INVOICE. PLACE YOUR COMPANY'S REGISTRATION NUMBER (VAT/TAX ID) UNDER YOUR SHIP FROM ADDRESS. **TO SCHEDULE A PICKUP, THE PROVIDED DHL RETURN LABEL PDF WILL INCLUDE A HYPERLINK 'SCHEDULE A PICKUP' TO COORDINATE A PICKUP IN THE SPECIFIC COUNTRY THE LABEL IS CREATED FOR.** TO FIND A DROP-OFF LOCATION, PLEASE GO TO [HTTPS://MYDHL.EXPRESS.DHL/US/EN/LOCATOR.HTML](https://mydhl.express.dhl/us/en/locator.html). APPLY 2 COPIES OF THE COMMERCIAL INVOICE AND 1 COPY OF THE RETURN LABEL TO THE OUTSIDE OF THE BOX.

DHL FAQ FOR HOW TO SCHEDULE PICKUP ONLINE:

[HTTPS://WWW.DHL.COM/DISCOVER/EN-MY/SHIP-WITH-DHL/SERVICES/DHL-SHIPPING-TOOLS/SCHEDULE-PICKUP](https://www.dhl.com/discover/en-my/ship-with-dhl/services/dhl-shipping-tools/schedule-pickup)

IF YOU CANNOT LOCATE THE RETURN LABEL, PLEASE CONTACT SPECTRA LOGIC (SEE BELOW).

SERVICE PROVIDERS / FIELD ENGINEERS PLEASE APPLY THE RETURN LABEL PROVIDED WHICH WAS ATTACHED TO THE PACKAGE FROM THE LOCAL WAREHOUSE TO SHIP BACK TO SPECTRA LOGIC DIRECTLY. PLEASE BE SURE TO PROVIDE THE INCIDENT (RMAWO) NUMBER ON THE LABEL.

NOTE: YOUR RMA REFERENCE NUMBER MUST APPEAR ON THE LABEL/BOX. IF YOUR PRODUCT IS RECEIVED AT SPECTRA LOGIC WITHOUT A REFERENCE NUMBER, OR MARKED INCORRECTLY, YOU MAY NOT BE CREDITED FOR THIS RETURN AND YOU MAY BE HELD RESPONSIBLE FOR THE LIST PRICE OF THE MISSING PRODUCT.

NOTE: IF YOU ARRANGED THE RETURN YOURSELF, PLEASE EMAIL THE TRACKING INFORMATION TO: SPECTRARETURNS@SPECTRALOGIC.COM.

IF YOU EXPERIENCE DIFFICULTY OR NEED ASSISTANCE:

PLEASE DO NOT HESITATE TO CONTACT SPECTRA LOGIC TO REQUEST ASSISTANCE OR ASK ANY QUESTIONS YOU MAY HAVE AT SPECTRARETURNS@SPECTRALOGIC.COM.