



2/23/2021

Dear Valued Customer,

Clayborn Lab is instituting an RMA process for all incoming repairs to better facilitate their tracking, as well as to improve turnaround time.

We are asking that all RMA requests be sent via e-mail to: nicko@claybornlab.com

For us to issue an RMA, we will need the following:

- **Serial number** – found on the metal tag on the power lead end of the sample line
- **Description of damage** (i.e.: repairs that are needed)
- **Pictures of any damage**, if possible (ie. melted, deformed outer cover, damaged ends, etc....)
- **Contact information** – including phone number, e-mail address and the return ship-to address

We will then request that the RMA number be clearly written on the outside of the box, or put on the shipping label with ATTN: REPAIRS / RMA # ****

With this new RMA system, we will be able to now notify the person who sent in the repair that it has been received, our expected evaluation date to get a quote for the repair work to them, and an estimated date for when the repair would be returned in working condition.

We will certainly not return/refuse anything that comes in without an RMA at this time. However, if no RMA number is found on the shipping label or outside of the box, we likely will not make contact until the sample line is evaluated. Furthermore, the sender will not be able to take advantage of a quicker turnaround on repairs as the work to have the line fixed will not be put into our production schedule until a PO is actually received, which theoretically could result in 16+ weeks between when the repair is sent in and when we are able to complete the work and ship it back.