

INSTRUCTIONS FOR RMA SHIPMENTS

1. Please call or email us for a RMA number. No repairs will be accepted without an RMA number.
2. Please complete the RMA form and return it via fax or email. A copy of the RMA form should be sent with the shipped system.
3. Please provide as much detail as possible about the nature of the problem, including the circumstances under which the failure has occurred.
4. Unless otherwise advised **BOTH** stage and controller must be returned.
5. Please return the nanopositioning system in the original packaging. If you do not have the original packaging please see our notes below on recommended shipping procedure.
6. Please write the RMA number on the outside of your shipping boxes.
7. If you are outside the USA, you will also need to complete a commercial invoice and CBP form 3311. A separate document detailing these procedures is available by request.

Customer is responsible for inbound shipping costs for warranty repairs. MCL will pay the return shipping via the same method. Customer is responsible for both inbound and outbound shipping on out-of-warranty repairs. Please be sure to indicate your shipping speed and method on the RMA form. You may use your own carrier. Please indicate on the RMA form. We recommend overnight or second day shipping service. Out of warranty repairs will not proceed until we receive a PO number or credit card authorization.

PACKING YOUR NANOPositionING SYSTEM FOR SAFE TRANSIT

1. Please use the original packaging where possible. If you cannot locate the original packaging or suitable substitutes please contact us. We can ship packaging (at your expense).
2. The controller and stage should be shipped in separate boxes to prevent damage.
3. The controller must be placed in a bag and sealed (a clear shredder bag or trash bag is suitable).
4. The stage must be placed in a sealed padded box. This box should be placed inside a larger box with at least 2 inches clearance on all sides. Fill the voids with foam peanuts or other suitable filler.
5. We recommend that you use bubble wrap to wrap the controller. There should be at least 2 inches of bubble wrap around all sides of the controller. Ensure that the corners are adequately covered.
6. Place bubble wrapped controller inside a suitable sized corrugated cardboard box. Fill any voids that remain with foam peanuts or other suitable filler.
7. Place a copy of the RMA form in each box.
8. Seal the boxes with packing tape. It is useful to also tape the seams for added strength. Do not use duct tape, masking tape, cellophane or electrical tape to seal the box. These will not keep the boxes sealed in transit.
9. We recommend overnight or second day shipping service



Nanopositioning Systems

Please complete this form to the best of your ability. A detailed description of the fault is helpful in determining the root cause of the failure. Repairs will not proceed without a payment authorization. You may provide this information after receiving an estimate.

RMA Number			
MCL Number (MCL Use Only)			
Ship Date		Received Date (MCL Use Only)	
Warranty Repair	YES	NO	
Carrier Name (select one)	FedEx	UPS	Other (specify):
Service Type (e.g. Overnight)			
Carrier Account Number		Internal Reference	
	Billing Address		Shipping Address
<i>Company Name</i>			
<i>Contact Person</i>			
<i>Street Address</i>			
<i>City, State, Zip</i>			
<i>Country</i>			
<i>Phone Number</i>			
<i>Email Address</i>			
Purchase Order Number		Amount Authorized	
Description (attach additional sheets if necessary)			
<i>Quantity</i>	<i>Serial No.</i>	<i>Item Description/ Model Number</i>	<i>Description of Problem</i>
Has this product been in contact with any hazardous materials or materials that require special handling?			
YES	NO		
If YES please provide details of material and appropriate handling and cleaning procedures below			