

## Customer Material Returns Procedure

Rev. 6/29/2022

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### Customer Action:

- 1) Please contact our CMR Coordinator via email at [sdansky@lexelimaging.com](mailto:sdansky@lexelimaging.com) to request a Return Material Authorization Number (RMA Number). The following information will need to be provided at that time:
  - a) Part number, tube description, and serial number;
  - b) Purchase order or contract number produced and delivered against;
  - c) Brief description of failure or problem;
  - d) The repair / return purchase order number;
  - e) Your requirement for written corrective action / failure analysis.
- 2) You will then be provided an RMA number that must appear on your shipping documents and on the outside of the shipping container.
- 3) Units returned must be packaged to assure safe transport with all original protective coverings in place. Items received with poor packaging will have resulting damage assessed as customer induced.

### When your tube arrives in Lexington the following will occur:

- 1) Receiving will check paperwork to confirm RMA number is valid and compare serial numbers, etc.
- 2) Your tube will undergo Testing and Evaluation (T&E) within 14 days of receipt to confirm the defect and document other damage to the tube. T&E will assess customer or Lexel Imaging Systems accountability as well as whether the tube should be repaired or replaced.
- 3) If the product is within the warranty period, the unit will be repaired within 30 days of T&E or will be replaced within 60 days of T&E, depending upon material availability. If turnaround will not be within 60 days, a firm delivery date will be provided.
- 4) If the tube is determined to be out of warranty or the fault is customer caused, a T&E charge (typically \$250.00) may be assessed to the customer. A cost estimate to repair or replace will be prepared and provided to the customer. When the customer authorizes such repair or replacement and a purchase order to that effect is received, the unit will

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- be scheduled. If no such authorization is received or the customer declines to authorize or fund such efforts, the unit will be returned “as is” with no work done.
- 5) If the defect cannot be confirmed, the unit will be returned “as is”. Prior to shipment, an engineer or the CMR Coordinator will contact the customer to inform them of the imminent return and to explain the T&E analysis to verify a “no fault found” determination.
  - 6) Lexel Imaging Systems reserves the right to assess a T&E charge against any return that is determined to be out of warranty, or that is determined to have customer-caused damage, or that is determined not to be defective. This charge covers administrative costs as well as the evaluation effort.
  - 7) Failure Analysis will be performed in accordance with the contract or as arranged beforehand with the customer. Written analysis will be done only when formally requested.
  - 8) Once repaired under either of the two main conditions described above, the unit will be tested to confirm that the defect is corrected. The unit will not be subject to additional testing or to an entire Acceptance Test Procedure unless such is customer directed and separately funded.
  - 9) Direct any correspondence you may have to:

Lexel Imaging Systems, Inc.  
Attn: CMR Coordinator  
510 Henry Clay Blvd  
Lexington, KY 40505-4050  
Email: [sdansky@lexelimaging.com](mailto:sdansky@lexelimaging.com)