



PROCEDURES FOR RETURNING MATERIAL AUTHORIZATION (RMA)





- ◆ Scope. These procedures shall apply to equipment delivered to Customer by Katana .
- ◆ Background. To reduce costs of goods sold and to effectively plan for actions to enhance customer satisfaction, Katana requires that all exceptions discovered by the Customer be communicated to Katana before any Product or part is shipped to Katana's facility. This communication will provide the opportunity to correct exceptions before incurring the cost of shipment.
- ◆ Procedures.
 1. Upon discovery of product or part exceptions, the Customer will notify Katana of: (i) the serial number(s) of the affected product or part; (ii) the date of the delivery; (iii) the nature of the exception; (iv) the conditions under which the exceptions were noted; (v) the Customer contact for the exception. The notification may be made by telephone, email, or facsimile. Due to possible time zone differences in Katana and Customer locale, email or fax is the preferred method of notification. Emails to Katana should be directed to:

info@katalaser.com.
 2. Upon receipt of notice of exceptions, the product manager will determine whether the affected product or part can be diagnosed and repaired in the field or if shipment is required. If field repair is appropriate, the product manager will notify the Customer within 48 hours as to the recommended course of repair. If the exception cannot be rectified via field repairs, the product manager will issue a Return of Materials Authorization (RMA) number.
 3. The Customer will refer to the RMA number on all transportation packaging and paperwork associated with the exceptional Product or part. The number should be prominently displayed on the exterior of the package and be referenced on any trouble reports.



4. Upon receipt of the exceptional Product or part, the product manager will ascertain the nature of the problem and determine if the repair is covered by warranty or should be charged to the Customer. If the Customer is to be charged, the product manager will issue a quotation for repairs and receive a purchase order before proceeding. If the repairs are covered by warranty, the product manager will notify the Customer and provide an estimated shipping date for the repaired item.
 5. Any Product or part which are returned to Katana without an RMA cannot be processed and will be returned to the sender (not prepaid).
- ♦ Could Not Duplicate Exception. The product manager will attempt to replicate the conditions of exception to accurately diagnose the reported problem. In the event the problem cannot be duplicated (CND), the Customer contact will be notified and a more complete assessment of conditions be made. Every effort should be made to replicate the exception noted in order to avoid repeat shipment costs.
 - ♦ Dispute resolution. If there is any disagreement as to the responsibility for cost of repairs the Purchase Agreement and /or the Dealer Agreement shall be the governing directive. If the responsibility is still not clear, the Katana product manager and Customer contact will attempt to reconcile the dispute. In the event the dispute cannot be resolved at this level, the appropriate management level shall be notified.