



Spectral Instruments Inc.
CCD Cameras and Analytical Instruments

Warranty and Return Policy

Spectral Instruments (SI) puts the highest priority on product quality and reliability. Keeping the customer satisfied with the performance and quality of our products is of utmost importance. In order to serve our customers better we have implemented the following policies regarding the return and repair of warranty and non-warranty products.

Product Repair Procedures

If you suspect your camera (or other product from SI) is in need of repair, first contact SI at support@specinst.com or call us directly at 520-884-8821. After determining that the problem is something that will require a return to SI's facility, SI will assign an RMA number that will serve as authorization for this return. Clearly label the return package with this number. Material shipped to SI without an RMA number will not be accepted.

When requesting an RMA, please include a complete description (including serial numbers if applicable) of the material being returned along with a detailed description of the failures related to each item. This paperwork should also note the complete customer contact information to include telephone, fax, email and an address to return the materials once repaired. Material shipped to SI must be packaged in containers that are capable of being used again for the return trip to the customer. If another shipping method is preferred over SI's standard shipping method, this information should also be included. Please include an account number for the carrier of choice.

Ship items to: Spectral Instruments, RMA# XXXX
420 N. Bonita Avenue
Tucson, AZ 85745

Items that are Dead on Arrival

When a camera or other SI product is found to be defective the first time it is used, please contact SI immediately. We will work directly with you to quickly resolve the problem either by troubleshooting over the phone or by issuing a high priority RMA. The shipping terms below will not apply, and SI will pay for shipping to SI as well as the return shipping charges to our customer. Please ensure your products are functional within two weeks of arrival at your facility.

Warranty Items

SI offers a standard one-year warranty on its products from the original shipment date. Contact SI to determine if your camera or other SI products are under warranty. Obtain an RMA number from SI as indicated above and ship the camera to SI for repair. Warranty status is always verified while the product is on-site and being repaired.

Warranty status is NOT issued to materials falling under the following categories:

- 1) Material modified by the customer or other 3rd party unless previously approved by SI;
- 2) Damaged material caused by negligence, misuse, accident, improper installation or operation;
- 3) Any material suffering incidental or consequential damages from the above.

Non-Warranty Items

Contact SI as instructed above to discuss the problem and obtain an RMA number. If requested, the cost of repair can be estimated and a quote issued for the repair. However, not all repairs can be accurately quoted since charges are based on labor and parts, and additional repairs may be necessary once the equipment arrives at SI.

Shipping Terms

For warranty or non-warranty repairs, shipping material to SI is the responsibility of the customer. Material shipped to SI must be packaged in containers that are capable of being used again for the return trip to the customer. Costs associated with shipping the repaired items to the customer (at the original ship-to location) will be the responsibility of SI using one of the methods below. If it is shipped from an international location, and this requires the use of our customs broker for import fees, those fees will be invoiced to the customer.

Domestic shipping: Federal Express 3 day *(or equivalent)*

International shipping: Federal Express International Economy *(or equivalent)*

If another shipping method is preferred over SI's standard shipping method, this information should be included with the customer's PO for the repair, or as a request to SI with a shipping account number.