

# Returned Material Authorization Policy

## Return of Merchandise

Discrepancies should be reported within five (5) business days, after the receipt of goods. No returns will be accepted unless the following domestic or international return policies are followed. No exceptions will be considered unless otherwise directed by SLT in writing.

## Claims for Shipping Damage

Upon receiving your product, the appearance of the product should first be checked for any shipping damages. The shipping company should be notified immediately if any damage is found and all shipping material and contents of the package must be held at the point of delivery. Contact the shipping company to determine their damaged merchandise procedure.

## Receiving an RMA Number

**Customer must pay for order in full before a Return Materials Authorization (RMA) number is given for a return.** A RMA number can be received by contacting SLT customer service and support (Email: Service@SLTtechnology.com, Ph: 1-508-868-7333)

## Shipping Details

Returns must be in route to SLT within 30 days of authorization. **Under no circumstances should product be returned to SLT without first obtaining RMA # (see above).** All products must be shipped, via a traceable carrier and package properly-insured.

## Packaging of the Product

Product must be packaged in their original shipping containers to protect against contamination and mechanical damage. **Note that contamination and mechanical damage caused during shipping will void the warranty.**

## Marking of Packages

All boxes and documents must be clearly marked with the RMA number issued by SLT. The "ship to" address for all returns is

**Somerville Laser Technology**  
**Attn: RMA Department**  
**15 Ward St.**  
**Somerville, MA 02143-4241 USA**  
**RMA# \_\_\_\_\_**

## Insurance

Buyer is liable for all losses and therefore is encouraged to insure shipment for the full cost of replacement, usually this is the same amount as the purchase value. Shipment is to be insured in the name of both the customer and SLT.

Somerville Laser Technology

15 Ward St.

Somerville, MA 02143

www.slt-lasers.com; Email: aland@slt-lasers.com; Tel: 508 868 7333

**Documentation of Problem**

Please include with the returned product documentation stating the reason for return and describing any symptoms, failure modes, suspected causes of damage, diagnostics performed, plots of data collected, photographs, etc.

**Payment for Shipment**

Authorized returns will only be accepted if they are delivered at the customer's expense (door-to-door freight pre-paid) to SLT, 15 Ward St, Somerville, MA 02143, unless otherwise directed by SLT in writing.

Somerville Laser Technology

15 Ward St.

Somerville, MA 02143

[www.slt-lasers.com](http://www.slt-lasers.com); Email: [aland@slt-lasers.com](mailto:aland@slt-lasers.com); Tel: 508 868 7333