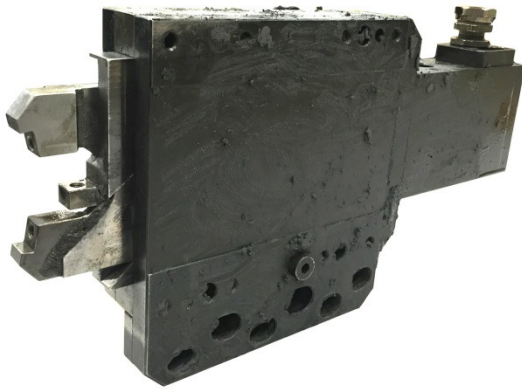


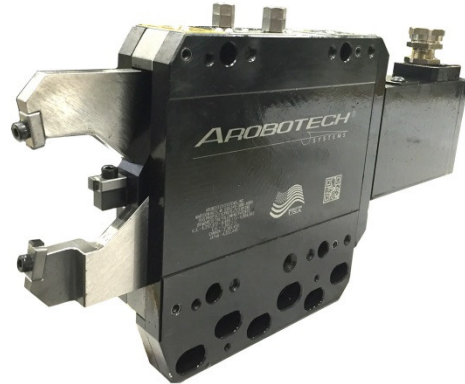
Repair and Reconditioning Service

Arobotech offers complete repair and reconditioning service. Damaged or worn units can be returned for a free-of-charge performance / condition evaluation.

Old Unit



Repaired / Reconditioned Unit



Return for Evaluation

All Returns Require an RMA Number - Contact us at to request an RMA number
www.arobotech.com/service/
+001 248-588-9080
service@arobotech.com

Authorized products may be returned to Arobotech for a performance / condition evaluation at no charge with the following conditions:

- Include RMA number on outside of the shipping container and all shipping documents
- Label "Return for Evaluation"
- Include a description of the symptom or failure that prompted the return (as described on the RMA)
- Include contact information (as listed on the RMA)
- Packaging should be sufficient to prevent damage during transit
- Customer is responsible for all shipping charges

Ship subject unit(s) to:
Arobotech Systems
1524 E. Avis Drive
Madison Heights, MI 48071
USA

Shipments from outside the United States also must have noted on all paperwork: **"These goods were manufactured in the United States and are being returned for repair"**

Shipping terms must be DDP

Contact us with any questions:
+001 248-588-9080
sales@arobotech.com

Notify us at sales@arobotech.com when shipment is made so we can track and prepare our evaluation team

Evaluation Report

Our team will perform a full evaluation and issue a report (including cost to repair / recondition). Please allow 2 weeks for the evaluation report after receipt at our facility.

Once the evaluation report is complete, we require one of the following actions within the 90 day evaluation period:

- Purchase order to begin repairs
- Return unit as is with no repair
- Scrap at our facility (written direction required)