

Authorized products may be returned to Arobotech for free-of-charge performance / condition evaluation with the following conditions:

- Please write the RMA (Return Material Authorization) number given to you by Arobotech on all paperwork as well as the outside of the shipping box in multiple locations. RMA #XXXX
- Include a description of the symptom or failure that prompted the return
- Include contact information
- 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 coming from outside the United States also must be noted on all paperwork: **“These goods were manufactured in the United States. And are being returned for repair”**

Shipping terms must be DDP

Any questions contact Melissa Russ

- +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

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 in our facility.

Once the evaluation report has been issued, one of the following actions is required within the 90 day evaluation period:

- Purchase order to begin repairs
- Return unit as is with no repair (provide carrier details and account number)
- Disposal at our facility (written direction required)