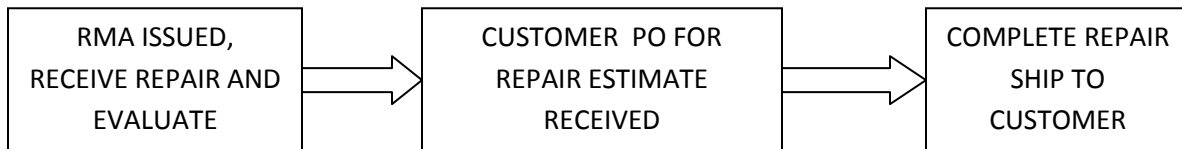


RMA Terms and Conditions:

R.Michalski 8 May 14 Rev 8

1. Quote for Standard Overhaul will be sent with RMA form. Eval fee of \$500 applies.
2. Receipt of the Customer's PO initiates the repair process. PO must be received within 48 hours of Estimate being sent to customer. Estimated Time of Completion will be confirmed upon receipt of Customer PO.
3. If RMA issued, Repair not received within 30 days, RMA will be cancelled.
4. If Customer fails to respond to repair estimate, within 15 days, ULVAC will contact the customer to request receipt of PO within 24 hours or repair will be returned, freight collect.
5. Standard Eval within 1 week. Standard overhaul within 30 days, after receipt of customer PO. Note: Additional Parts availability will affect repair time.
6. Expedited repairs confirmed only after receipt of repair and evaluation completion. Customer will be informed if repair is "Candidate for Expedite".
 - Standard Expedite Fee \$500, Eval 1-2 days, Repair 1-2 weeks (Parts available)
 - Super Expedite Fee \$1000, Eval 1-2 days, Repair within 1 week (Parts available).
7. No expedite on special cleaning (Extremely Dirty or Cryo Cleaning required).
Note: Add 1 week to any repair for special cleaning.
8. Expedite on PMB-040 and PKS-070 not available.
9. Expedite on Cryo repairs not available. Decontamination, Parts available.
10. Customer will be advised of new Pump price and availability/ new Heliot price and availability as part of estimate.
11. No warranty on Heliot Model 300 series. No exceptions.
12. Standard Overhaul Warranty 90 days after shipping, parts only (Some exceptions).
13. No Heliot Turbo pump warranties, if Turbo has not been replaced.
14. ULVAC will advise customer if repair should be scrapped.

Process Flow for repair



Please forward any questions/comments to:

ULVAC Technologies, email: sales @us.ulvac.com, phone: 978-686-7550