

# Return Authorization Request

Return Authorization Number: \_\_\_\_\_ Date issued: \_\_\_\_\_

- Kurt J. Lesker Company (KJLC) will issue a Return Authorization number (RA#) for a product for repair or evaluation **after** the customer accurately completes and returns this form **and** KJLC approves.
  - **KJLC will not accept customer returns without a valid Return Authorization # and this completed form.**
- Customer must properly package and/or crate return goods to assure proper transit and prevent shipping damage.
- Pumps returned for repair must have oil drained (if applicable) and inlet/exhaust ports sealed.
- All "abandoned & unresolved returned items" will become property of KJLC after 90 days of original RA issuance date. For pump repair questions, please contact KJLC sales representative.
- **If Customer is requesting credit for return goods**, Customer must return the goods (a) in the condition originally received by customer, (b) free from any damage, use or modification, (c) in the original packaging and (e) with all manuals and accessories provided by KJLC.

**The return shipment documentation must include a copy of this completed Request. The package label must clearly show the RA#.**

Return all goods to: **Kurt J. Lesker Company, Attn: RA#** \_\_\_\_\_

**I. DESCRIPTION:**

Part Number: \_\_\_\_\_ Quantity: \_\_\_\_\_ Serial #: \_\_\_\_\_

Original Sales Order #: \_\_\_\_\_ Original PO#: \_\_\_\_\_ Repair PO#: \_\_\_\_\_

Pump Returns Only: Voltage: \_\_\_\_\_ Lubricant Used: \_\_\_\_\_

**II. REASON FOR RETURN (Be specific and attach additional documentation or photos as necessary):**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**III. CUSTOMER HEALTH AND SAFETY REPRESENTATIONS TO KJLC:**

- Have the return goods ever been exposed to, contained in, or been used with toxic, hazardous or dangerous chemicals and/or materials?**     Yes     No
- Used in a Semiconductor Copper process?**     Yes     No
- Used in a Photovoltaic process?**     Yes     No

**If any response above is "Yes" continue with "A" if "No" continue to "E"**

- A.** Customer must indicate, by checking the appropriate boxes below, whether such chemicals and/or materials were:
- |                                              |                                                           |
|----------------------------------------------|-----------------------------------------------------------|
| <input type="checkbox"/> Toxic Materials     | <input type="checkbox"/> Radioactive Materials            |
| <input type="checkbox"/> Corrosive Materials | <input type="checkbox"/> Biological/Infectious Substances |
| <input type="checkbox"/> Carcinogen          | <input type="checkbox"/> Flammable/Combustible materials  |
| <input type="checkbox"/> Oxidizer            | <input type="checkbox"/> Other _____                      |
- B.** Customer must provide (on additional attached sheets provided by Customer) complete details of such exposure.
- C.** Customer must (a) attach to this Request the MSDS for **each** such toxic, hazardous or dangerous chemical and/or material.
- D.** The return goods must be properly and completely cleaned, decontaminated and made safe to handle **before** they are returned to KJLC.

**KJLC relies on the accuracy and completeness of Customer's answers (indicated above, or attached to this Request) (a) to protect KJLC employees and to comply with applicable laws and (b) to determine whether to issue to Customer an RA# and/or to accept the return goods.** The undersigned Customer hereby accepts full responsibility for, and agrees that Customer will indemnify, defend and hold harmless KJLC and its employees, agents and all other persons from and against, any harm, injury, loss or expense arising from or out of (i) the condition of the return goods or (ii) any inaccuracy, incompleteness or misrepresentation by Customer in this Request.

**E. Name:** \_\_\_\_\_ **Company:** \_\_\_\_\_ **Position:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Return Address:** \_\_\_\_\_

The above signed Customer certifies to KJLC that (a) all information provided in or with this Request is true and complete and (b) all return goods have been properly and completely cleaned, decontaminated and made safe to handle.