

Returning an Instrument

General Information

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 Apollo Instruments in writing.

Claims for Shipping Damage

Upon receiving your laser system, the appearance of the system 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.

Returns for Refund

The product refund charge is 50% of the invoice price for returns within *five* business days after receipt of goods. There is a product refund charge of 100% of the invoice price for returns after *five* business days of receiving goods.

Repair Lead Time

Repair lead-time will vary according to the type of device and other factors. The lead time is defined as the time from which Apollo Instruments receives the device (and, for non-warranty work, Purchase Order or payment information) until the device is ready to ship from Apollo Instruments, not including weekends or holidays. Customer service will provide an estimated lead time. However, this is only an estimate and is subject to change upon evaluation of the returned device.

Repair Pricing

Final decision of warranty status and pricing for repair of any device cannot be made until the unit is returned for evaluation. For all warranty and non-warranty services the customer shall pay the shipping fees for sending the device to Apollo Instruments and the return of the device to their facility unless otherwise directed by Apollo Instruments in writing. If no return shipping terms are specified, Apollo Instruments shall select the carrier and pay for non-express return shipping of items repaired under warranty. For international destinations, a shipper's account number will be required before an RMA number will be issued. Always use the following address for shipments to Apollo Instruments:

Apollo Instruments, Inc.
Attn: RMA Departments
55 Peters Canyon Road
Irvine, CA 92606, USA
RMA# _____

Domestic Return Instructions

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 given by contacting Apollo Instruments customer service and support. Special instructions for international shipments are defined below.

Shipping Details

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

Packaging of the Instruments

Instrument(s) should be packaged in their original shipping containers. In lieu of this, they should be very carefully packaged to ensure protection during transit. Note that damage caused during shipping will not be repaired under warranty.

Marking of Packages

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

Insurance

Buyer is liable for all losses and therefore is encouraged to insure shipment for the full cost of replacement by Apollo Instruments. Usually this is the same amount as the purchase value. If you are uncertain of the value for which to insure an instrument, contact Apollo Instruments Customer Service. If additional insurance is desired, please email us prior to placing the order so that the shipping charges can be adjusted. Shipment to be insured in the name of both the customer and Apollo Instruments.

Documentation of Problem

Please include with the returned instrument documentation stating the reason for return and describing any symptoms, failure modes, suspected causes of damage, diagnostics performed, plots of data collected, data files, 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 Apollo Instruments, Irvine, CA, unless otherwise directed by Apollo in writing.

International Return Instructions

Receiving an RMA Number

An RMA number can be requested with an International RMA Request Form via email, on-line, or fax. All returns must be pre-authorized in accordance the Apollo Instruments' International Returns Policy.

Shipping Details

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

Apollo Instruments, Inc. (RMA policy)

Shipping Documentation

Fax or e-mail a copy of customs registration number, airway bill and any other related documents to: contact@apolloinstruments.com, attention Customer Service and please reference the RMA# on your e-mail. Including the following statements in the commercial invoice:

"US goods returned for (warranty, if applicable or) repairs. Temporary import, will be re-exported upon completion of repairs"

"Goods initially exported from USA on (date) under (carriers name) airway bill number (AWB#)."

Packaging of the Instruments

Instrument(s) should be packaged in their original shipping containers. In lieu of this, they should be very carefully packaged in containers suitable to protect them during transit. Note that damage caused during shipping will not be repaired under warranty.

Marking of Packages

All boxes and documents must be clearly marked with the RMA# issued by Apollo Instruments. The "ship to" address for all returns is defined above.

Insurance

Buyer is liable for all losses and therefore is encouraged to insure the shipment for the full cost of replacement by Apollo Instruments. Usually this is the same amount as the purchase value. If you are uncertain of the value for which to insure an instrument, contact Apollo Instruments' customer service. If additional insurance is desired, please email us prior to placing the order so that the shipping charges can be adjusted. Shipments are to be insured in the name of both the customer and Apollo Instruments.

Declared Value

After repairs, Apollo Instruments will return the shipment with same declared value with which it was shipped. It is the buyer's responsibility to declare the value of the instrument. Apollo Instruments will not be held responsible for any fiscal loss ensuing from damages or loss of equipment that may arise in shipment because of shipping the device with the buyer's declared value.

Documentation of Problem

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

Payment for Shipment

Any and all international orders can be subject to both delays and additional fees (import duties, import fees, taxes, etc.) assessed by shipping or customs agents. The buyer is responsible for all such costs; Apollo Instruments is not liable for delays caused by shipping agents or customs. Apollo Instruments will not reimburse any customer return shipping costs unless otherwise directed by Apollo Instruments in writing. Carrier must deliver items directly to the address shown above ("door-to-door" service). DO NOT ship to a "USA port of entry".