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## RETURN FOR REPAIR

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An RA Number must accompany all equipment returned for repair. Any Authorized HAI Distributor or Dealer/Installer may either call HAI or fax a completed Return Authorization (RA) Number Request Form to HAI to receive an RA Number. HAI will determine whether the product is eligible for warranty repair service. The following information is required for both called in and faxed RA Number Requests:

Company Information: Include the company name, complete return shipping address, and a point of contact with phone and fax number.

Product Information: Include the product part number, serial number, date code and reason for return. Incomplete information will delay the RA Number issuing process.

Return Service: Include the repair service: Normal or Expedited (additional charges apply), and the method of return shipping (note ground shipping is included, whereas shipping and handling charges all other shipping options).

Any RA Number Request Form sent via fax or email will receive an acknowledgement within 8 working hours after receipt. An HAI Representative will issue an RA Number by phone call once all required information has been provided. If product is not returned to HAI within 60 days of RA Number issuance, the RA will expire and a new RA Number must be obtained. Product requiring payment for repairs and/or shipping shall require authorization for credit card payment within 60 days. Product left beyond 60 days shall be considered abandoned and disposed of.

After the warranty period, products returned for repair will be charged the appropriate charge designated in the Repair & Replacement Parts Price List. If the party returning goods for Non-Warranty repair work does not have terms with HAI, all charges associated with the repair must be paid for in advance by credit card. RA Numbers issued for Expedited Service, 2<sup>nd</sup> Day Shipping, and Next Day Shipping must include a method of payment (i.e. credit card).

HAI will make every effort to pre-qualify warranty and non-warranty work. If an RA Number is issued under warranty and, after initial inspection, is non-warranty work, then HAI will contact the returning party to provide cost information and secure payment prior to commencement of repair work.

Products returned for repair must carefully pack, clearly marking RA Number on the outside of package and returned freight prepaid to HAI for repair. HAI will return component via Normal Ground service (expedited and other shipping service is available for an additional fee). Repaired components are warranted for 90 days or the remainder of the original warranty, whichever is longer.

Expedited service charges and shipping charges must be paid in advance by credit card if the party returning the goods for warranty work does not have approved terms with HAI.

<u>Service</u>	<u>Description</u>	<u>Cost</u>
Normal	standard repair service	no charge for warranty, see price list for non warranty
Expedited	1 business day repair	\$55.00

<u>Return Method</u>	<u>Description</u>	<u>Cost</u>
Ground	return via Ground shipping	no charge
2 <sup>nd</sup> Day Shipping	return via 2 <sup>nd</sup> day shipping	actual shipping and handling charges apply
Next Day Shipping	return via next day shipping	actual shipping and handling charges apply