

Product Return Policies and Procedures Aspen Laser Systems

The customer agrees that any product to be serviced, repaired or returned to the Company shall maintain the following procedures:

1) Notification

The customer must notify the Company in writing or verbally within 15 days of first noticing the defect and before expiration of the warranty period

Customer Service Toll Free 1 – 877-817-0365

2) Issuance of RMA

A Return Materials Authorization (RMA) number is required for all product returns, and is provided by the Company upon written or verbal notification

3) Proper Labeling for Shipping

The RMA number must appear on the outside of the shipping container.

Return shipments will not be accepted if the RMA number is not clearly visible.

4) Written Description

Please provide a written statement indicating the model number, serial number, and a brief description of the reason for return.

5) Shipping Address to Company Authorized Repair Center

Aspen Laser Systems Authorized Repair Center

c/o Sarasota Electronics

2081 12th Street Sarasota, FL 34237

Phone: 941-365-1559

Shipping Instructions and Charges

1) Packaging

The unit must be shipped to the Company's Authorized Repair Center in either its original package or similar package affording an equal degree of protection. Failure to provide this may result in voiding the warranty.

2) Customer Return Address

Instructions must be provided indicating an address to which the repaired unit must be returned.

3) Shipping Charges Under Warranty

The Company is responsible for the shipping and insurance charges for any product that is being repaired or replaced that is under the warranty.

4) Shipping Charges Out of Warranty

For any product that is not covered under the warranty, the customer is responsible for any shipping and insurance charges.