



Dear Valued Fourier Customer,

Below you will find guidelines for filling out Fourier's **Product Returns Form** as well as **Shipping Instructions** for returning your product to us.

Unless Fourier receives a completed copy of the Product Returns Form from you (both via email and attached to your product shipment) your product repair will not be authorized.

Read guidelines below for correctly initiating a Product Return, to ensure a smooth and timely RMA process. Contact Fourier technical support with any questions:
support@fourier-sys.com | Tel: (USA) 1-866-771-6682

Step 1: Customer to fill in Product Returns Form and email it to Fourier Systems

Step 2: In event that Fourier approves the product return, Fourier will create Return Merchandise Authorization number (RMA #) and send form back to customer including the RMA#

Step 3: Customer will ship faulty product/s to Fourier, including print out of Product Returns form in shipment

Step 4: Fourier will repair faulty product/s and return to customer, with Product Returns form containing repair description, within 10 business days of receipt of shipment

Non-warranty Return

Fourier provides customers with repair cost estimate before RMA approval, for all non-warranty returns.

Product Returns Form EXAMPLE

RMA #: Provided via email by Fourier Export Manager. RMA# is created after Fourier approves Product Return.

| | | |
|--|--|---|
| Reporter Name: The name of the individual filling out the form | Company Name: The company who purchased the product and is requesting a repair | Country: Location of the company (or relevant branch) |
| Sales Order (SO) #: SO # which appears on the Product invoice | Customer #: Customer number which appears on the Product invoice | Email: Email address of Reporter/ Contact person |
| Office Tel #: Contact person's office number | Cell Phone #: Contact person's cell phone number | |

Remarks: Enter any additional remarks i.e. if there is a particular urgency for the repair.

| Item # | Product Name | Customer Fault Description | Fourier Repair Description |
|--------|---|--|--|
| 1 | Enter product name e.g. DaqPRO | With sufficient detail, describe specific product fault so the Fourier technician is able to carry out the repair. | Description of the repair carried out on your product. To be filled by Fourier technician. |
| | Unit P/N | | |
| | Part Number of the faulty product i.e. DT132. Usually located on a sticker on the rear of the product's casing. | | |
| | Unit S/N | | |
| | Serial Number of the faulty product. Usually located on a sticker on the rear of the product's casing. | | |

Remember, once complete please email the form to Fourier and include a copy in the product return package.



SHIPPING INSTRUCTIONS

All shipping costs are covered by the customer, not by Fourier Systems.

When sending products back to Fourier you are also requested to add a *Pro-forma Invoice* to the package sent.

To avoid unnecessary delays or payments in customs, please indicate the following notes in the Invoice:

- **Returned export for repairs, No commercial value**
- Item Part Number and description (S/N if available)
- Quantity of items
- Value for customs (up to US\$100 per shipment)
- Problems/faults encountered in the products

Shipping Address:

Fourier Systems
16 Hamelacha St. POB 11681
Rosh Ha'ayin 48091
Israel

Important

1. All returned units must have Fourier's original S/N label on (when applicable). Units without labels and/or S/N's might not be proven as returned export when packages meet customs.
2. To avoid any damage in shipment, please make sure units are separated from one another inside the box and the package is well attended. Warranty shall not apply to the products once unattended packaging is received.
3. Fourier reserves the rights to send back items on the customer's expense in case an item is sent to Fourier without conformance to the RMA procedure.

Please send us a copy of the Pro-forma Invoice for approval before sending the package, to ensure compatibility with customs demands.

Contact the Fourier Education Export Manager, Ms. Anat Hirshel, with any questions or concerns:
anat@fouriersystems.com, Tel: +972-3-901-4849 x112
Or Fax: +972-3-901-499