

REPAIR SERVICES - PORTABLE INSTRUMENT

“REPAIR ON DEMAND” NEXT DAY SERVICE

We guarantee that your instrument will be repaired and returned the next business day, or it's free! A nominal fee covers costs associated with expediting the repair work needed, including overnight shipping charges back to the customer.

ELIGIBLE PRODUCTS

At this time, this program covers:

- ALTAIR® 2X, 4X, 4XR and 5X
- GALAXY® GX2 Automated Test System



INSTRUCTIONS

1. Gather the following information regarding your repair:

- Billing address
- Serial number
- Shipping address
- Brief description of the problem
- Contact person
- Payment method (credit card or purchase order)
- Model

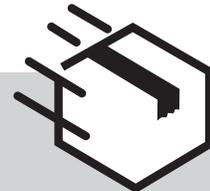
2. Call 1-800-MSA-2222, request Repair on Demand service and acquire a Service Notification (Return Material Authorization) number.

3. Place the instrument in a box, along with the Service Notification provided by Customer Service.

4. Place the label provided by Customer Service on the outside of the box.

5. Ship your product(s) to:

MSA
ATTN: REPAIR DEPARTMENT
NOTIFICATION (insert number here)
ADDRESS (please refer to your Service Notification form provided for the ship to address)



REPAIR POLICY

A premium fee will be charged for the next day service. The next day turnaround does not take into consideration transit time to or from MSA. A maximum of 5 units per customer per day can be processed using the next day service. The cost to ship the repaired instrument back to the customer is included in the flat rate premium fee, except when shipping internationally or sending hazardous materials. In those cases, the customer will be billed for the additional charges.

- The provided shipping label must be attached to the outside of the box
- The correct bill-to and ship-to addresses must be placed inside the box
- Prior to customer shipping product to MSA, a valid payment method must be provided to Customer Service