

YASKAWA MOTOMAN RETURN AUTHORIZATION

Please complete top half of form and email to customerservice@motoman.com

**** For further information or questions please call 937-847-3200 ****

▶ 1.) COMPANY NAME / BILLING ADDRESS

▶ 7.) TYPE OF RETURN

PO# to be Billed or Credited

RETURN TO STOCK

Parts subject to a 25% restocking fee

EXCHANGE CREDIT

Core Exchange of Repairable parts

WARRANTY CREDIT

▶ 8.) **Motoman System ID**

System ID needed to verify Warranty Status

REPAIR AND RETURN

Repair Price \$

All repairs must have a hard copy po.

All repairs subject to \$500 bench fee

▶ 2.) CONTACT

PHONE #

FAX #

E-MAIL

▶ 3.) MOTOMAN PART#

▶ 4.) MODEL / TYPE #

▶ 5.) PART SERIAL#

▶ 6.) REASON FOR RETURN / FAILURE INFORMATION:

▶ ALARM # or ERROR CODE:

AXIS:

YASKAWA CUSTOMER SERVICE REPRESENTATIVE TO COMPLETE BELOW AREA

MOTOMAN PART #

DESCRIPTION

DATE ISSUED

EXPIRES ON

EST. LEAD TIME

CASE #

RETURN PART TO:

Yaskawa Motoman Robotics
Attn: Returns Center
100 Automation Way
Miamisburg, OH 45342

Return#

Yaskawa Motoman Robotics

Return Authorization Instructions and Policies

Prior approval must be obtained before any item can be returned to Yaskawa Motoman.

Please complete the accompanying Return Authorization Form and fax to 937-847-3211 or e-mail to customerservice@motoman.com Please make copies of this form for future use. The same form is used for all Customer returns.

1. Please fill in your company name.
2. Please fill in your name, phone and fax number, as well as your e-mail address.
3. List the Yaskawa Motoman part number of part being returned if known.
4. List the Yaskawa or other vendor number of part being returned. If no part number can be located please call 937-847-3200 for assistance.
5. List the serial number if it is available.
6. Details of failure must be listed. List alarms and errors that have occurred along with other details or circumstances that might have bearing on the failure. This section should be used to note the reason when new items are being returned.
7. Definitions and policy for each category are listed below.
8. System ID Must be completed for ALL Warranty claims.

Return to Stock

Custom Parts are not eligible to be returned to stock. Parts that are returned to stock will be subject to a restocking fee of 25% of purchased price. Freight will not be credited. Parts must not be damaged and must be properly packaged. No credit will be issued for the return of Yaskawa Motoman/Yaskawa boards and servopacks unless packaged in sealed, anti-static bags. A R/A request form must be received by Yaskawa Motoman within 15 days of the shipment from Yaskawa Motoman. No parts will be accepted after 30 days from RMA date. If any of the above conditions are not met, the part will be returned to you, freight collect and full original invoice price must be paid.

Repair and Return

Yaskawa Motoman offers the option of returning certain parts for Repair and Return. Yaskawa Motoman will provide a repair estimate before repair is started. Estimate will include customer net cost and expected lead-time. A purchase order MUST be issued to cover repair charge before work will begin. Items that are left with Yaskawa Motoman 30 days after estimate is given will be returned un-repaired at customer's expense, unless purchase order is received. Item returned for repair must have proper ESD packaging.

Exchange Credit

Certain parts may be returned for an exchange credit of up to 10% when exchanged for a new part or up to 5% when exchanged for a refurbished part. Exchange Credit percentages are determined by the expense of repair, reparability, and the status of stock. A replacement part must be ordered. A PO must be given. The invoice for the replacement part will reflect the full price of the part. Yaskawa Motoman reserves the right to decline issuing credit if the previous conditions are not met. Parts received without a RA number will be returned and no credit will be issued. Items that are returned for credit must have proper ESD packaging. Yaskawa Motoman must receive an R/A request form within 10 working days of the shipment from Yaskawa Motoman. No parts will be accepted for Exchange credit after 30 days of shipment.

Warranty Credit

Parts must still be within warranty period. Warranty may include the 1-year spare part warranty or the specified warranty that was purchased with the system. A purchase order is required for all part shipments. Warranty replacement parts will be invoiced at full applicable price. Warranty credit will be issued according to warranty policy and receipt of the defective parts. The damaged part must be received by Yaskawa Motoman within 10 days of the part being shipped. The warranty credit will include freight and tax. (i.e. UPS, Fed EX) Credit will not be issued until a warranty evaluation is complete. The RA request must be fully completed before warranty evaluation will begin. Incomplete RA requests forms will be returned for completion. Items returned for credit must have proper ESD packaging.

**Upon approval of your request, an R/A number will be supplied to you.
Please remember to write the R/A number on the outside of the box prior to shipping.**