

Return Material Authorization (RMA)

1 RMA Policy

Products with suspected defects may be returned within one year of original shipment date from our factory.

Prior to returning the RMA units to Ocular, please contact our Customer Service Department at 469-398-1140 to obtain an RMA number and shipping instructions. The RMA number must be visibly displayed on the outside of the shipping boxes for ease of identification. Any RMA units shipped to us without the RMA number properly displayed, and without proper shipping paperwork, will be rejected and returned to the sender at the sender's expense.

In accordance with industry practice, customers are responsible for the freight cost to return the suspected defective products to Ocular. Returned products must be properly packaged to avoid damage during shipment. At its sole discretion, Ocular may refuse the RMA shipment if the RMA packaging does not conform to industry standard packaging practices.

Ocular will inspect and take appropriate action with the RMA within 30 days after it is received at our warehouse. Sometimes technical complexities will lead to longer inspection time and you will be notified of the new ETA in a specific communication from Ocular.

Ocular adheres to the industry practice of "Repair or Replace" RMA policy whereby Ocular will repair the RMA units or replace them with identical or like products at its sole discretion. Ocular may also choose to credit the customer accounts at its sole discretion if "Repair or Replace" is deemed impractical.

Ocular reserves the right to charge a "No Trouble Found" (NTF) fee on excessive RMA units passing our quality inspection. Such NTF fee, equal to 33% of the original invoice price, may be assessed to any RMA units passing Ocular quality inspection when more than 25% of the RMA units pass the inspection (based on each individual RMA number). In addition to the 33% fee, the NTF units will be shipped back at the Customer's expense. Units which are no longer covered under warranty, or are damaged by handling, assembly processes or qualification testing, should not be returned to Ocular and are subject to the NTF fee.

Ocular will not accept customer debit notes for RMAs. Debit notes add significant burden and complexities in the AR, AP and inventory processes of both of our companies. We appreciate your understanding of this policy. At its sole discretion, Ocular may choose to issue credit memos to your account. Such credit memo will be mailed to you and will always reference the RMA number to assist you in reconciling your accounts.

If you have additional questions about Ocular's RMA Policy, please contact your Ocular Sales Representative.

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Instructions: Complete the following form, print and send to your Account Manager or fax to 469-398-1141. Ocular will issue and RMA number once we have reviewed the below form and accept the RMA.

2 General Information

Customer Contact Information

Name

Email Address

Phone Number

Ocular Product Information

Ocular Part Number

Part Date Code

Quantity to be returned

Order Information

Purchase Order (P/O)
Number

Invoice Number

3 Reason for return

- Failure analysis only
- Process sample return for analysis first before authorizing a full return of materials
- A full return of materials

4 Problem description

Please include as much detail as possible

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5 Authorization

RMA Number	
Quantity authorized	
Date RMA issued	