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# Appendix A. Customer Service

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## Point of Contact

The point of contact for service, or return of items to Vortab is the authorized Vortab service representative.

## Reference Documents

Return Authorization Request with Certificate of Non-Contamination (Document 1)

Warranty (Document 2)

Documents 1 and 2 are included in this appendix.

## Hardware Return Procedure

1. Complete a Return Authorization (RA) Request with Certificate of Non-Contamination form (Document 1) and mail or fax it to the Vortab Customer Service Department. After Vortab issues an RA number, complete the following steps.
2. Thoroughly clean the item to be returned.
3. Package each item with protective packing material similar to the original shipment cartons indicated below. **All damage occurring in transit is the customer's responsibility.**
  - a. Items weighing less than 25 pounds (27 kg) each are to be covered with protective wrap, (i.e., bubble wrap) or surrounded with "popcorn". Items weighing greater than 60 pounds (27 kg) or longer than four feet (1220 mm) should be secured in wooden crates.
  - b. Do not pack more than four items in each carton.
  - c. Packages weighing in excess of 70 pounds (32 kg) or with a combined length and girth of more than 138 inches (3500 mm) cannot be shipped by United Parcel Service. Larger packages or crates should be shipped by carriers who specialize in the transport of heavy pipe.
  - d. The RA number should be noted on the packing list and marked clearly on the outside of the box or crate.
4. Prepay freight to the Vortab receiving door.

## Shipping/Handling Charges

### All Shipping (Warranty and Non-Warranty Repairs or Returns)

The customer prepays all shipping, freight, duty/entry and handling charges from the customer site to the Vortab door. If the customer does not prepay, Vortab will invoice the customer for the charges that appear on the freight bill. Address the return equipment to:

VORTAB

1755 LA COSTA MEADOWS DRIVE

SAN MARCOS, CA. 92069 U.S.A.

ATTN: REPAIR DEPT.

RA NUMBER: \_\_\_\_\_

## Warranty Repairs or Returns

Vortab prepays ground transportation charges for return of freight to the customer's door. Vortab reserves the right to return items by the carrier of our choice.

International freight, handling charges, duty/entry fees for return of items are paid by the customer.

## Non-Warranty Repairs or Returns

Vortab returns repaired items to the customer either collect or prepaid and adds freight charges to the customer invoice.

## Return to Stock Equipment

The customer is responsible for all shipping and freight charges for items that are returned to Vortab stock from the customer site. These items will not be credited to customer's account until either all freight charges are cleared or until the customer agrees to have any freight costs incurred by Vortab deducted, along with applicable return to stock charges, from the credit invoice. (Exceptions are made for duplicate shipments made by Vortab.)

If any repair or return items are received at Vortab, freight collect, without prior factory consent, Vortab bills the sender for these charges.

## Field Service Procedures

### Field Service Requests

Contact your Vortab field representative to request field service.

A field service technician is dispatched to the site from either the Vortab factory or one of the Vortab representative offices. After the work is complete, the technician completes a preliminary field service report at the customer site and leaves a copy with the customer.

Following the service call, the technician completes a formal, detailed service report. The formal report is mailed to the customer within five days of the technician's return to the factory or office.

### Rates

All field service calls are billed at the prevailing rates as listed in the Vortab Price Book unless specifically excepted by the Vortab Customer Service Manager. Vortab reserves the right to bill for travel times at our discretion.

Customers are charged for shipping costs related to the transfer of equipment to and from the job site. They are also invoiced for field service work and travel expenses by Vortab's Accounting Department.

Document 1.

VORTAB RETURN AUTHORIZATION REQUEST

Customer Information

Name of Company Returning Hardware \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone # \_\_\_\_\_ Fax # \_\_\_\_\_

Customer Bill to Address: \_\_\_\_\_ Ship to: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Purchase Agent Contact: \_\_\_\_\_ Phone # \_\_\_\_\_ Fax # \_\_\_\_\_

Product Information

Model Number(s) \_\_\_\_\_ Serial Number(s) \_\_\_\_\_

Failure Symptoms \_\_\_\_\_

\_\_\_\_\_

Troubleshooting done in the field by Vortab representative  or by Customer  : \_\_\_\_\_

\_\_\_\_\_

Action to be taken by Vortab \_\_\_\_\_

Who is the factory technical contact: \_\_\_\_\_

Note: Vortab will charge a \$100 minimum handling fee on all non-warranty evaluations.

Have you contacted your local Vortab representative for assistance? yes\_\_\_\_\_ no\_\_\_\_\_

Decontamination Information

Exposure to hazardous materials is regulated by Federal, state (California), County and City laws and regulations. These laws provide Vortab's employees with the right to know the hazardous materials with which they come in contact while handling our products. Consequently, our employees must have access to data regarding the hazardous materials which the items have been exposed to in your process(es). Accordingly, prior to returning any item for repair, please sign the certification below and thoroughly comply with the instructions, if applicable.

I certify that the item(s) has (have) been thoroughly and completely cleaned and if the item(s) has (have) been exposed to or contacted by a hazardous material, hazardous substance or toxic materials or substances that the undersigned can assure the returned item(s) has (have) been thoroughly and completely decontaminated and neutralized of such substances and contamination. I have also attached a Material Safety Data Sheet (MSDS) which covers all hazardous material, hazardous substance or toxic materials or substances exposed to or contacted by the instrument. Furthermore, I understand that this Certificate, or providing a MSDS, shall not waive our responsibility to provide a neutralized, decontaminated, and clean product for repair to Vortab.

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

Cleanliness of a returned item or the acceptability of the MSDS shall be at the sole discretion of Vortab. Any returned item which does not comply with these instructions shall be returned at customer's expense.

## Document 2. Warranty

### WARRANTY

Goods furnished by the Seller are to be within the limits and of the sizes published by the Seller and subject to the Seller's standard tolerances for variations. All items made by the Seller are inspected before shipment, and should any of said items prove defective due to faults in manufacture or performance under Seller approved applications, or fail to meet the written specifications accepted by the Seller, they will be replaced or repaired by Seller at no charge to Buyer provided return or notice of rejection of such material is made within a reasonable period but in no event longer than one (1) year from date of shipment to Buyer, and provided further, that an examination by Seller discloses to Seller's reasonable satisfaction that the defect is covered by this warranty and that the Buyer has not returned the equipment in a damaged condition due to Buyer's or Buyer's employees', agents', or representatives' negligence and Buyer has not tampered, modified, redesigned, misapplied, abused, or misused the goods as to cause the goods to fail. In addition, this warranty shall not cover damage caused by Buyer's exposure of the goods to corrosive or abrasive environments. Moreover, Seller shall in no event be responsible for (1) the cost or repair of any work done by Buyer on material furnished hereunder (unless specifically authorized in writing in each instance by Seller), (2) the cost or repair of any modifications added by a Distributor or a third party, (3) any consequential or incidental damages, losses, or expenses in connection with or by reason of the use of or inability to use goods purchased for any purpose, and Seller's liability shall be specifically limited to free replacement, or refund of the purchase price, at Seller's option, provided return or rejection of the goods is made consistent with this paragraph, and the Seller shall in no event be liable for transportation, installation, adjustment, loss of good will or profits, or other expenses which may arise in connection with such returned goods, or (4) the design of products or their suitability for the purpose for which they are intended or used. Should the Buyer receive defective goods as defined by this paragraph, the Buyer shall notify the Seller immediately, stating full particulars in support of his claim, and should the Seller agree to a return of the goods, the Buyer shall follow Seller's packaging and transportation directions explicitly. In no case are the goods to be returned without first obtaining a return authorization from the Seller. Any repair or replacement shall be at Seller's factory, unless otherwise directed, and shall be returned to Seller transportation prepaid by Buyer. If the returned goods shall prove defective under this clause they will be replaced or repaired by Seller at no charge to Buyer provided the return or rejection of such material is made within a reasonable period, but in no event longer than (1) year from the date of shipment of the returned goods. If the goods prove to be defective under this paragraph, the Buyer shall remove the goods immediately from the process and prepare the goods for shipment to Seller. Continued use or operation of defective goods is not warranted by Seller and damage occurring due to continued use or operation shall be for Buyer's account. Any description of the goods contained in this offer is for the sole purpose of identifying them, and any such description is not part of the basis of the bargain, and does not constitute a warranty that the goods will conform to that description. The use of any sample or model in connection with this offer is for illustrative purposes only, is not part of the basis of the bargain, and is not to be construed as a warranty that the goods will conform to the sample or model. No affirmation of that fact or promise made by the Seller, whether or not in this offer, will constitute a warranty that the goods will conform to the affirmation or promise.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY AND ALL OTHER EXPRESS OR IMPLIED WARRANTIES WITH RESPECT TO THE GOODS OR THEIR INSTALLATION, USE, OPERATION, REPLACEMENT OR REPAIR, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS OF PURPOSE; AND THE GOODS ARE BEING PURCHASED BY BUYER "AS IS". SELLER WILL NOT BE LIABLE BY VIRTUE OF THIS WARRANTY OR OTHERWISE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE RESULTING FROM THE USE OR LOSS OF USE OF THE GOODS.