

1. PURPOSE:

1.1. The purpose of this document is to establish and describe the minimum acceptable packaging guidelines for items being returned to United Instruments, Inc. (UI)

2. SCOPE:

2.1. This document applies to all customers and all items being returned to UI for warranty consideration, evaluation, repair or rework.

3. PROCEDURE:

3.1. General:

3.1.1. Prior to returning an item for warranty consideration, evaluation, repair or rework, it is required that an RMA be issued from UI. Contact UI at

customerservice@unitedinst.com or call 316-636-9203 for RMA number.

3.1.2. Write the RMA number on the outside of the box, and on the document accompanying the item(s).

3.1.3. It is recommended items being returned for warranty consideration, evaluation, repair or rework be packaged in original shipping boxes, using original protective material, whenever possible.

3.1.4. If the original boxes and/or original protective material is not available, the item shall be adequately packed and/or packaged to prevent damage, contamination, introduction of Foreign Object Debris (FOD) and/ or deterioration.

3.1.5. Items shall be packaged using best commercial practices (such as described under ASTM-D-3951) to prevent damage, contamination and/or deterioration to all products during transit.

3.1.6. No loose fill material (i.e. foam peanuts) shall be used in the packaging of products.

3.1.7. Connectors and ports shall be properly protected to prevent damage, contamination and/or deterioration to all products during transit.

3.1.8. In addition to the requirements of 3.1.1 thru 3.1.7, items that are marked as ESD Sensitive shall be safeguarded and transported in ESD shielding containers. All ESD items shall have ESD caution/ warning labels affixed to the outer most surface of the box or container.

3.2. Invalidation of warranties:

3.2.1. Improper packaging or handling of items being returned for warranty, evaluation for warranty consideration, or credit which results in damage to the item, or items returned without RMA authorization may, at United Instruments discretion, void warranty or credit consideration.

REV DATE

CHK REV DATE

CHK

NAME

DATE

UNITED INSTRUMENTS, INC.

TITLE:

SPEC. NO:

ISSUE



3625 COMOTARA AVE
WICHITA, KS 67226

Packaging Policy for Customer
Returned Items

QI-183

FORM UEF-91

PAGE

1

OF

1

PAGES

PREP BY
APPR BY
CHECKER

[Signature] 6/16/15
[Signature] 6/16/15
[Signature]