

Product Repair – RMA

Each Lasiris laser has been designed to exhibit proper mechanical and temperature stability. As such, no user serviceable parts are located inside the laser. **Please do not attempt to take the assembly apart. Any such action will void the product warranty.**

In the event that you should experience a product failure, there are four steps to take when you return a unit for repair. (Customers who purchase StockerYale products through a distributor will need to contact them directly for details on how to return a defective product.)

1. Obtain a Return Merchandise Authorization number (RMA #) by calling us. Please contact the factory at 1-800-814-9552 or at (514) 685-1005 during regular business hours, between 9:00 a.m. and 5:00 p.m. (17:00) EST for an RMA number. This number is necessary to track your product repair accurately and efficiently. Once you have been issued an RMA number, please make sure it appears on any packing material sent with the laser, including on the outside of your shipping container.
2. Fill in the RMA card (found on the next page).
3. Pack the unit properly with the RMA label. The unit should not be able to move around in the box. Using the RMA label provided on the next page, affix the RMA label to the top of the parcel.
4. Ship the unit to the correct address. Ship to:
StockerYale Canada
275 Kesmark
Montreal, Quebec
H9B 3J1
CANADA

The clearance through customs (both in and out of Canada) will be arranged by StockerYale.

*****IMPORTANT***** Please note that all parcels originating from outside of Canada must include a declaration for customs with the following information:

- Full description of contents
- Quantity
- Unit Price (original value)
- Total Value
- And the following statement: *Goods of Canadian Origin being returned for repair; value for custom purpose only*

The RMA card can be found on the next page.

RETURN MERCHANDISE AUTHORIZATION CARD

Ship to: StockerYale Canada Inc.
275 Kesmark
Montreal, Quebec
Canada H9B 3J1

Type of unit returned: Lasers Phase Masks Diffracting Optics Other

Serial # _____

REPORTED MALFUNCTION: _____

FROM: _____
ADDRESS: _____

CITY / STATE: _____ **ZIP:** _____

RMA #

Please cut on dotted line and affix to package

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 - And the following statement:
**Goods of Canadian Origin being returned for repair;
value for custom purposes only**
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