



**Mauell Corporation**

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**RETURN MATERIAL AUTHORIZATION – FREQUENTLY ASKED QUESTIONS**

This document contains information with regards to Mauell Corporation’s RMA (Return Material Authorization) procedure. Please contact Mauell Corporation’s customer service representative with any questions.

**What is an RMA and why do I need an RMA number?**

An RMA is a return material authorization number. An RMA number is required whenever any material is returned to Mauell Corporation for testing, repair or replacement. In order to ensure that your material is directed through the proper channels at Mauell Corporation, we require that you contact us to receive shipment authorization and an RMA number prior to shipment.

**How do I obtain an RMA number?**

Please contact Mauell Corporation Customer Service via telephone, fax, or email. It is critical that all return requests be approved through Customer Service or through an authorized Mauell Corporation representative to ensure accuracy and efficiency for each of our customers. Mauell Corporation’s customer service representative will request all pertinent information regarding your return, including the information listed below. To help us serve you better, we ask that you have this information available when contacting us.

Standard Returns*	Projection Lamp Returns
<ul style="list-style-type: none"><li>Contact Name</li><li>Company Name</li><li>Reason for Return</li><li>Item Description / Part Number (if applicable)</li><li>Item Serial Number (if applicable)</li><li>Status of System and Criticality of Repair</li></ul>	<ul style="list-style-type: none"><li>Contact Name</li><li>Company Name</li><li>Company Address</li><li>Projector Part Number &amp; Serial Number</li><li>Lamp Part Number &amp; Serial Number</li><li>Total Hours on Failed Lamp</li><li>Average Hours of Usage per day</li><li>Room Temperature</li><li>Projector Orientation</li></ul>

\*Excludes Projection Lamps

**I have an RMA number. What do I do next?**

Upon issuance of the RMA to the customer a 30 calendar day period will begin. It is the responsibility of the Customer to do the following within the next 30 calendar days:

- Ship the package, making sure that the RMA number is written on the top and side of the package to ensure proper handling of the package upon receipt at Mauell Corporation.
- Prepay shipping to Mauell Corporation.

## RETURN MATERIAL AUTHORIZATION – FREQUENTLY ASKED QUESTIONS – cont’d

### Where do I ship the return material?

All returns should be sent to the following address:

Mauell Corporation  
Attn: RMA No.  
31 Old Cabin Hollow Road  
Dillsburg, PA 17019-8815

### What if I need materials shipped immediately? What do I need to do?

First, contact Mauell Corporation. Mauell Corporation’s customer service representative will direct you as appropriate for your situation. This direction could include the following:

- You may ultimately need to return the material. However, in most cases, getting the material to Mauell Corporation quickly is not always required. If it is not, Mauell Corporation will ask you to send us a credit card authorization or purchase order (with either a definitive price or blanket) to cover the cost of the materials and shipping for the new components that will be arriving immediately. Upon receipt of your returned materials, Mauell Corporation will determine if any credits should be applied to your account.

### What happens when Mauell Corporation receives my material?

- Mauell Corporation’s Quality Assurance department will inspect all components received at Mauell Corporation. This inspection is to inventory the components and verify product identification numbers. It will then be determined whether the returned material is still under warranty, if the component has failed outside the warranty period, or (if still within the warranty period) should be precluded from the normal warranty coverage due to damage or abuse.
- After determination of the warranty status, the components will be tested to determine if they can be repaired. If the material returned qualifies under Mauell Corporation’s written warranty policy, the material will be repaired or replaced and shipped to you at a zero dollar cost.
- If the returned material does not qualify under Mauell Corporation’s written warranty policy, Mauell Corporation will generate a quotation for the repair or replacement of the returned material. This quotation will be sent to you via email or fax. Please note that a minimum \$75.00 testing fee will be added to the quotation for the initial inspection of the returned material (except for projection engine lamp returns). At this time you must issue a purchase order or credit card authorization to Mauell Corporation to cover (at a minimum) the return material testing fee. You also have the option to purchase the repair or replacement of your returned material (price based on the quotation provided by Mauell Corporation).
- Continued action will be based on direction received from you. If you do not want the non-warranted material repaired or replaced, Mauell Corporation will return the material to you without repairing or replacing the item. If you wish to have the item repaired or replaced, Mauell Corporation will process the repair and/or replacement as a standard order.