Making Light Work Lighter

General Photonics
C o r p o r a t i o n

5228 Edison Avenue, Chino, CA 91710 • Tel: (909) 590-5473 • Fax: (909) 902-5536
Website: www.generalphotonics.com   Email: info@generalphotonics.com

Shipping Guidelines for Returning Products

Please follow the following packaging and shipping guidelines to ensure that your product arrives safely at General Photonics. Please note that damage to a product during shipping caused by inadequate packaging is not covered under warranty, and repair costs for such damage will be charged to the customer.

1. Cover all optical connectors or adapters with connector covers.

2. Package items with exposed boards in antistatic packaging.

3. If the item has pigtails or comes with patchcords, loosely coil the fibers and secure all connectors and fibers so that they cannot move during shipment. Make sure that there are no sharp bends or stress on the fiber.

4. If possible, pack the item in its original packaging, with all of its original accessories. Use the original metal case when shipping back instruments. Please do not include items not originally shipped with the item unless specifically requested by General Photonics.

    For product protection, all benchtop instruments are shipped from General Photonics in a metal case. If an instrument is returned to General Photonics without its original case, General Photonics will ship the product back to the customer in a new case, and the cost of the new case will be charged to the customer.

5. Send item to:

    General Photonics Corporation
    Attn: Technical Support, RMA# _____
    5228 Edison Ave.
    Chino, CA 91710 USA

6. For international shipments, include the following statement on the commercial invoice:

    "I declare this information to be true and correct. These are U.S. goods returning. The goods meet FCC standards and have not been modified." followed by the **name, title, and actual (not electronic) signature** of the person preparing the commercial invoice, and the **date**.

7. Include the following information inside the package:
    a. Model number of item
    b. Serial number of item
    c. Complete description of problem or reason for return
    d. Contact person (name, phone number, e-mail address)
    e. Return address for shipping back the repaired product, including "attn to" person.