



April 17th, 2017

Customer Return Procedure for the JF-WA1-N Hydro-Light.

1. Obtain a **R**eturn **M**erchandise **A**uthorization number by contacting D-2 Inc. at 508-329-2046, or email Dfougere@d-2inc.com. This **RMA** number allows us to track the product from arrival through the calibration process and ensures the fastest “turn around” time possible.
2. Package the JF-WA1-N, the JF-WA1-H&L-Shuttle, and the Power Supply adaptor back in the original carrying case (either yellow or black) and then place the carrying case in a shipping box. Ensure the packaging can withstand the shipment. Instances of damage during shipment due to poor packaging have occurred. The test shuttle or any other accessory may be returned if the customer requires they be serviced.
3. Also include in the shipment a letter that contains the following information...
 - The assigned RMA number
 - Any pertinent information detailing the problem encountered with the unit or the need for calibration.
 - Contact information so that we can get in touch with you when it has been diagnosed and completed, i.e. email address, phone number, contact person, ship to address, bill to address, etc.
4. Send the package to
D-2 Inc.
23 Edgerton Drive
Suite A
North Falmouth, MA 02556

Once D-2 Inc. receives the equipment, it will be run through a complete diagnostic routine. If repairs are necessary, D-2 will provide the customer with a quotation for the service work required and/or the calibration. No repair work is undertaken unless authorized by the customer. Units returned for calibration purposes only, are considered authorized to be completed by the customer. Once a PO is received by D-2 Inc. the unit will be shipped back.

Credit card payments are preferred for service charges of \$1,000.00 or less and net 30 terms can be given to authorized customers. Upon receipt of payment an invoice marked “Paid in Full” will be sent to acknowledge that the transaction has occurred.

If you have any questions, concerns or comments, please do not hesitate to contact us.

Dean Fougere

VP

D-2 Inc.

www.d-2inc.com

dfougere@d-2inc.com

Work: (508) 329-2046, Cell: (508) 566-0336