

Packaging Procedure

Once an RMA is issued, follow these steps to ensure proper packaging. OYO Instruments, Inc. recommends adhering to this packaging procedure to protect equipment during transit.

- Be sure to use the original packaging or packaging providing an equal degree of protection. (OYO Instruments Inc. will provide approved packaging for a charge).
- Remove all media and place a sheet of acetate over rubber platen roller also covering Closed Loop Wheel in the film path (fig. 1).
- Items listed do not have to be sent with unit. – Film/media, Power Cord, Hubs, and Cabling.
- Use plastic sheet large enough to wrap around imager in box when placing imager in box.
- Place lift straps around each end of imager from the bottom for 2-person lift (fig. 2 & 3).
- Display RMA number outside of packaging.

Address Packages to:

OYO Instruments, Inc.
9777 W. Gulf Bank Road Suite 10
Houston, TX 77040
Tel: 713-937-5800 Fax: 713-937-1161
support@oyo.com

Note: the following is applicable for all returns:

1. The customer is responsible for all expenses (including insurance) incurred by shipping the product to OYO Instruments, Inc.
2. In the case of warranty repairs OYO Instruments will pay shipment of the product back to the customer's site via the shipping method of OYO's choice. The Customer is responsible for all incidental expenses (import duties etc.)
3. A Returned Merchandise Authorization number (RMA) must be obtained from OYO Instruments, Inc. before the unit is shipped. Please see the attached RMA Procedure.

