

Return Authorization Policy

1. KineticSystems will only accept returns accompanied by a Return Authorization (RA) number. An RA number can be obtained by completing the form below. Please complete all areas below to obtain an RA number.
2. A warranty status is applicable to units that are less than one year old, as determined by original ship date, or units that were previously in for repair during the last 90 days.
3. For customer-funded repairs or calibrations, please call for a quote. Note that our repair and calibration rates are fixed, not hourly. You will need to provide the full product number in order to receive a quote. For VXI modules, a full product number is V243-VA91, rather than V243. For CAMAC modules, a full product number is 2915-Z1A. For domestic returns, there is an additional freight charge per module returned. For international returns, there is an additional \$300 freight and customs charge per module returned. A Purchase Order (PO) or credit card number is required prior to assigning an RA number to customer-funded returns.
4. Return of a partial unit will be billed at the repair cost of the entire unit.
5. For customers who belong to the Spares Pool Program and who want the replacement, please indicate this below.
6. For customers who have a Repair Contract with us, please indicate this below.
7. Normal turn-around times are three weeks for warranty repairs and four to six weeks for customer-funded repairs and calibrations. Expedited repair or calibration turn-around time is two weeks.
8. Returns will not be accepted without a problem statement. "Does not work" is not acceptable.
9. For a quote or any questions, contact the Technical Support and Services department by telephone at 815.838.0005, facsimile via 815.838.4424 or by E-mail at tech-serv@kscorp.com.
10. Ship the unit(s) prepaid to:
KineticSystems Company, LLC
900 North State Street
Lockport, Illinois 60441
Attn: RA #