



Lumics GmbH
Schwarze-Pumpe-Weg 16
12681 Berlin / Germany

Tel: +49 (0)30 912 074 400
Fax: +49 (0)30 912 074 426

www.lumics.com

Return Policy for Repair Items

Should you have any problems with a Lumics product, please follow this procedure for returning the product. This way we can guarantee a fast and accurate repair and return of the goods without delay.

1. Obtain RMA# from the Customer Service Dept. at Lumics for the parts being returned. Please inform us about the Serial Number of the module and send us a detailed failure description by filling out our RMA questionnaire. We will provide you with the RMA number. This RMA is valid for 60 days. Ship the products, preferably in their original packaging, mentioning the RMA# on the outside to Lumics GmbH, Schwarze-Pumpe-Weg 16, 12681 Berlin, Germany.
2. Returns without an official RMA# will be shipped back to sender at their cost.
3. All returned products that have not already been paid or that have no RMA number will not be handled by us and/or a respective administration charge and the delivery/customs costs will be invoiced.
4. All shipments require the necessary documentation for clearance by Customs. State clearly on the customs invoice "German goods returning for analysis/repair" and include the H.S number* and serial number.
5. Under no circumstances should the supplier account of Lumics be debited for the value of the returned merchandise. Financial adjustments, if any, will only take place after inspection, evaluation and authorization by Lumics GmbH.
6. Results of the analysis of the RMA are usually available within 2 weeks.
7. If the analysis based on customer's fault description reveals that the returned good has no fault caused by Lumics, then Lumics reserves the right to charge a fee to cover the costs of testing.
8. Please consider transport insurance on your behalf. Please note that the declared value on your shipping papers will be the insured transportation value and that Lumics will declare the same value for the return shipment after analysis/repair.



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* Harmonized System Number or Schedule B number: HS Code / Number is the unique number to classify individual products used to perform the declarations.

Product	HS#
LuOcean Mini, Mini4, Mini8, P2, M4	85414010000
Driver board	85044082
Fiber cable	85447000
BTF14 module	9013200000
miniDIL	8517620000
TO220 module	85414010000
Flat-mount, COC, COS	85414010000

Please note:

Diode lasers can be damaged or completely destroyed by small amounts of static electricity or sharp transient currents. Please make sure that the product is protected from electro-static defects during shipment (for example by use of ESD (electro-static discharge) packaging films or bags). Goods need to be free of "thermal glue" and "heat-paste".