



CHA's Advance Exchange Program

The part enclosed has been thoroughly tested and configured to the requirements specified when this advance exchange was ordered. It should "plug and play."

If you are experiencing any difficulty with the part, please call CHA's Technical Support staff immediately – from the site – and we will help you identify the problem. Call us at 949-251-9000 and tell the receptionist you are on site and calling for warranty technical support. Please have your packing slip handy.

Answers to Frequently Asked Questions regarding CHA's Advance Exchange Program:

1. What is the procedure for sending in my used part to complete the exchange?

- a) Carefully package the part in its original shipping container, if possible. If not, use sufficient packaging to ensure safe shipment. Please check all shipping restraints, when applicable.
- b) Write the exchange RMA number (noted on the bottom of CHA's packing slip) on the address label and place on the outside of the carton.

2. How long do I have to send in my used part to get the exchange credit?

You have 15 working days from the date CHA shipped the exchange part to you. There is no "grace period." If you return the used part after the due date we will return it to you freight collect. You will have to pay the full price of a refurbished part and you will not receive the exchange credit.

3. What happens if I return the original part I purchased from CHA?

If you want to return the original part, please contact your account executive and request a credit RMA#. If you return the original part on the exchange RMA number, it will be processed as an exchange. You will only receive a credit for the difference between the purchase price and the exchange price, as originally quoted.

4. I received what I requested, but I did not use it and no longer need it. What should I do?

See Step 3.

5. I received what I requested. I used it to trouble shoot the problem. The problem was not with this part and I no longer need it. What should I do?

See Step 3.

6. I received what I requested and it is DOA. Now what?

Contact CHA's Technical Support as described above to resolve the issue immediately. You will be charged for the second order and will receive a full credit for the first order as soon as CHA receives the original part.

7. I did not get what I requested. How do I get what I need?

Contact your CHA salesperson to resolve the issue immediately.

8. CHA recommended the wrong part. How do I get what I need?

Contact your CHA salesperson to obtain either a replacement part or a credit. You may be asked to talk to our Technical Support staff. You must return the original part to CHA as described above. If we determine that CHA is responsible for the error, you will receive a full credit for the original order.

We offer our Technical Support as a trouble shooting aid to our customers. The ultimate responsibility for fault diagnosis is yours.

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