



## Instructions on Returning Items to Saint-Gobain Crystals

### **Obtaining and Using a Return Number**

All materials returned to Saint-Gobain Crystals (SGC) must be originally manufactured by SGC, Bicron, Harshaw, Crismatec, Quartz and Silice, TGM or Gamma Labs. Only returns from the original purchaser will qualify for warranty coverage. SGC will not authorize the return of damaged units containing radioactive sources. SGC will not authorize the return of products that contain radioactive sources where SGC was not the original product manufacturer. Products containing Lithium Iodide, LiI(Eu), are not permitted for return to SGC.

To return materials to SGC, contact the Returns Administrator; **In the U.S.: 440-834-5600 / In Europe: 33(1)64 45 10 06** to obtain a Return Goods Authorization (RGA) number. SGC requires the serial number of the item(s) and the reason for return prior to issuing a RGA. Additional information pertaining to the return request may be required.

**RGAs are valid for 30 days (45 days for international customers).** Open RGAs will be cancelled after the validity period and deliveries denied.

### **Returning Items to SGC**

Detectors or other products being shipped to SGC should be securely packaged. We encourage the use of the original packing material. Packaging the items as originally shipped will ensure no damage occur in transit or storage. Products with radioactive sources shall be communicated to the Returns Administrator and shipped back to SGC per DOT or IATA compliance. Please contact SGC for assistance if you are unclear on how to package the product for shipping.

**All material must be shipped to SGC freight prepaid. A copy of the RGA document must be affixed on the outside of the shipping carton and the RGA number must be referenced on the shipping label.**

### **Evaluation**

SGC will evaluate your returned goods to determine necessary repair or replacement. Customers will be contacted with the evaluation results.

You will be asked to indicate whether you authorize disassembly of your returned item under non-warranty authorization prior to returning the product. If your authorization is not granted, and disassembly is required for evaluation and quoting, the item will be returned to you "as is" and the non-warranty return will be closed.

### **Evaluation Fees**

Products returned to SGC which are 1) determined to be in good working order, 2) damaged by the customer from application outside of SGC's performance specifications, or 3) outside the warranty period are considered non-warranty repairs and are subject to a standard evaluation fee. Evaluation fees may be applied by the customer towards the price of non-warranty repair.

### **Warranty Repairs or Replacements**

Units which are returned within the warranty period and are deemed to contain faulty workmanship or materials will be repaired or replaced at the option of SGC. SGC will issue credit for the original sale and re-bill for the warranty repair or replacement. Warranty repairs or replacements will be shipped freight prepaid.

### **Non-Warranty Repairs**

Products returned to SGC after expiration of the warranty period are classified as non-warranty returns. After evaluation SGC will provide a Formal Offer including price and estimated lead time.

A purchase order for the quoted price is required within 90 days of quotation or the item(s) will be returned "as is" freight prepaid. Applicable evaluation fees and freight charges will be invoiced separately. Please note no repair quotes can be issued prior to evaluating the unit.

### **Non-Warranty Refurbishments**

Refurbishments are SGC or non-SGC units being returned for reconditioning. SGC will evaluate the unit and quote a refurbishment price and lead time. Please contact the Returns Administrator for more information about which models may be covered under this program.

### **Replenishments**

SGC's replenishment program allows customers to exchange damaged, malfunctioning, or out-of-warranty units for newly manufactured goods. Please contact your Customer Service Representative for more information about which models may be covered under this program.

### **Failure Analysis Reports**

SGC does not provide failure analysis reports for returned detectors except under special circumstances for warranty returns.

### **Questions**

Please contact your local SGC representative for any questions or concerns about these policies

**In the USA: Tel: (440) 834-5600 or email: [scintillation@saint-gobain.com](mailto:scintillation@saint-gobain.com)**

**In Europe: Tel: 33 (1) 64 45 10 06 or email: [customer.service.SGCD@saint-gobain.com](mailto:customer.service.SGCD@saint-gobain.com)**

*Product warranties are available at [www.crystals.saint-gobain.com](http://www.crystals.saint-gobain.com) or you may request one from Customer Service*