



Crossing Automation is committed to being the best-in-class provider of innovative service solutions through superior support of our installed base.

While our strong customer relationships are rooted in the delivery of leading-edge technology and product quality, we drive ongoing value by ensuring streamlined logistics and repair processes.

This document is designed to help you maximize our support services by outlining how to return material for repair or credit.

Crossing is committed to offering the highest levels of customer support and satisfaction. We actively seek your feedback and hope that you will keep us updated not only about your expectations, but also about our success in meeting them.

How to Return a Product to Crossing Automation

STEP 1: Obtain an RMA Number

If you wish to return a Crossing product or component, please send a completed RMA Request Form via email to **jenny.chen@crossinginc.com**, or via fax to (510) 661-5337. Electronic and paper copies of this form may be requested via the email address provided. When completing an RMA Request Form, be prepared to provide the following information:

- Organization name, contact person and phone number
- Bill-To and Ship-To addresses
- Original Sales Order and Purchase Order Number of item
- Serial and Part Numbers of the item to be returned
- Specific reason for return
- For repairs, provide a complete description of the problem

You may also call 1-800-345-7643 and select Option 2, and then follow the system prompts. During normal business hours (M-F, 8:00 a.m. to 5:00 p.m. PST) your call will be answered by a member of our RMA team. After hours you may leave a message, and your call will be returned on the following business day.

If your company requires a Purchase Order in order to receive material back after repair, it is your responsibility to inform Crossing. Additionally, if you require your company's part number on any paper work (ex: invoice, packing slip), you must inform Crossing at the time the RMA number is issued.

STEP 2: Receive Processing Instructions

In general, you will be instructed to ship items to Crossing following issuance of the RMA number. However, in some circumstances, your returned material will require special handling. In such cases, Crossing will provide special disposition instructions.

STEP 3: Ship Product to Crossing

If your instructions are to return the RMA items to Crossing, please proceed to ship material in appropriate packaging for safe transport (original packaging or equivalent). Crossing is not responsible for damages that occur during shipping. Customer may be billed for repairs caused during transport even if the unit is under warranty. In all cases, clearly mark the RMA number on the package, preferably

directly on the shipping label. If the RMA number is not referenced, the product will be returned at customer cost.

It is also important not to send any material with particle or chemical residue. All material must be cleaned prior to shipping to ensure that the highest safety standards are met. If the unit has come in contact with any hazardous material, you must include a copy of the MSDS (Material Safety Data Sheet) and comply with all relevant safety regulations.

The RMA number is void if the product is not received within 30 days of issuance. Do not ship product to Crossing prior to obtaining an RMA number as this will result in a delay of repairs and/or account credits. All material may be shipped to:

46897 Bayside Parkway, Fremont, CA 94538, USA

STEP 4: Use RMA Number in All Communications

Once your returned material has been received, Crossing will follow-up with you to review repair commit dates, confirm account credits, address outstanding issues, etc. Should you contact Crossing with questions or concerns about a particular return, please reference the appropriate RMA number.

Escalation Path

Crossing prides itself on defined metrics and quality standards. We conduct internal escalations of Repair tickets in order to ensure optimal progression of cases. If, however, you wish to initiate an escalation, you may request consultation with the RMA manager.

NOTE: These procedures apply to returns made to Crossing's Fremont, California, site. Other return standards may be in place at Crossing's international locations. This document merely sets forth general guidelines regarding Crossing RMA. Nothing set forth in this document is intended to modify or amend any agreement between you and Crossing, and these guidelines are subject to change without notice at Crossing's discretion.