

Return Material Authorization Instruction Trace Products

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1 OVERVIEW

Dear Valued Customer,

This document describes Return Material Authorization (RMA) process for Trace product line for the following models:

1. Detectra HX,
2. HE50.

2 REQUEST FOR RMA

Prior to returning your Rapiscan Systems product for replacement or warranty repair, please make certain to first obtain a radioactive export license from your local government authorities and a RMA. RMA documentation can be obtained via online at the following address:

www.rapiscansystems.com (click the “Global Support” tab and then click the “Returns (RMA)” link).

For requests containing more than **5 items**, please contact Rapiscan Technical Support

Upon receipt of the RMA request, Rapiscan will validate the Warranty status of the products based on the serial numbers provided and in its discretion issue an RMA number. Once an RMA number is issued, the customer will receive an RMA confirmation letter containing the RMA details and basic shipping instructions.

To check the status of the RMA or urgent cases requiring advanced replacement please contact Rapiscan Technical Support after submitting this RMA Request at:

Customerservicecallcenter@rapiscansystems.com

Or call (USA): 1-888-258-6684

International: 1-310-349-2477

3 LOGISTICS AND SHIPPING

When returning the product, please follow the instructions below to ensure your package arrives in a timely manner and is not damaged in transit. Please ensure that the all labels and **local import/export licenses** are valid. When returning multiple items, please group and label each RMA separately.

4 PACKING INSTRUCTIONS

1. Shipping Documentation
 - a) Do **NOT** pack and/or ship batteries.
 - b) Ground shipments or transportation follow instructions within document 101001178 for Detectra HX and 04108551 for HE50.
 - c) Common carrier shipments follow instructions within document 101001179 for Detectra HX and 04108552 for HE50.
- NOTE:** Customer is responsible for verifying Local Nation Regulations and USA Regulations to ship this equipment.

Please return the product in its original factory box. The products should be placed in an Electro Static Discharge (ESD)-protective bag, and secured in the shipping box using bubble wrap or alternative shipping materials. If more than one item is being shipped, please ensure the items are bubble-wrapped individually inside the box.



The customer will be charged for shipping damages resulting from improper packaging. Section 12.7 includes specific shipment documentation instructions

Please make certain the RMA number is marked clearly on all boxes, packages, labels and accompanying paperwork.

5 COMMERCIAL INVOICE DATA

Please provide the following details:

1. Rapiscan Part Number/s
2. Serial Number/s
3. Unit Price/Totals (Invoice Value: should be Fair Market Value (FMV) for such part number or alternatively use the original price from Rapiscan invoice originally sent)
4. Value in USD
5. Clear description of the goods
6. Invoice must clearly indicate RMA - Returned Goods, & RMA number
7. Country of Origin: USA
8. Shipping term (Incoterms 2010)

6 CUSTOMER RMA RETURNING INSTRUCTIONS

In the following scenario, please follow the instructions below:

1. Prepare an invoice as per instructions in **Section 5**
2. Shipping Cost and Courier Service
 - a) Non-Out of Box Failure (OBF) Equipment RMA Instructions
 - i. Please arrange a pick up by a courier service –FedEx (preferred), UPS or DHL and ship “PREPAID”, Incoterm: Delivered Duty Paid (DDP).
 - b) OBF RMA Instructions
 - i. The customer is responsible for any shipment charges and insurance when returning the product to Rapiscan.
 - ii. OBF must be returned within 15 days of receipt.
3. Please email to customerservicecallcenter@rapiscansystems.com the shipping information (Airway Bill/Tracking number) so Rapiscan can track the shipment.
4. On receipt of product returned under an RMA number, a Receipt Notification e-mail will be sent to the customer by Rapiscan confirming receipt of product, Serial Numbers and quantities received.
5. Factory repair RMA's will be **valid for 30 days**. If faulty unit(s) is not received at Rapiscan within 30 days the RMA# will be deemed as cancelled
6. Ship to:

Rapiscan Systems
2805 Columbia St
Torrance CA 90503
Country: USA

7 RAPISCAN SHIPPING RMA EQUIPMENT TO CUSTOMER

As soon as the RMA part is repaired/replaced Rapiscan will send back the repaired parts as follows:

1. Shipping Cost and Courier Service
 - a. Non-OBF & OBF Equipment RMA Instructions
 - By FedEx-Priority: Door-to-Door service (Incoterm: Delivered Duty Paid (DDP) – Value Added Tax (VAT) Excluded), if allowed by the importing country customs regulations.
 - Rapiscan is responsible for the shipping costs when sending back the repaired/replaced product to the customer.
 - b. NFF Equipment RMA Instructions
 - By FedEx-Priority: Door-to-Door service (Incoterm: DDP – VAT Excluded), if allowed by the importing country customs regulations.
 - ii. Customer is responsible for the shipping costs when returning the product to the customer.
2. Detailed invoice to show: RMA number, part number, serial numbers & description
3. Commercial Invoice with value for customs purpose only (the values listed in the Invoice are just for customs clearance and not for payment)
4. A notification with the FedEx tracking number will be sent to the customer
5. Repaired /replaced units will be shipped under the following license conditions:
 - a. The customer/ importer has a valid radioactive import license/permit to import the unit and a copy was provided to Rapiscan, and
 - b. Rapiscan has a valid export license authorization in place to return the unit to the original authorized customer/importer.

8 CUSTOMER INDUCED DAMAGES OR NO FAULT FOUND

1. If any returned products after examination are determined by Rapiscan to be No-Fault-Found (“NFF”), or damaged while in transit or due to improper use or installation, a Repair Services / NFF Quotation will be returned to customer by email. Rapiscan in its sole discretion will determine if repair of the returned product is feasible.
2. The minimum Repair Services / NFF Fee are \$500 USD per unit.
 - a) NFF Fee does not include shipping cost to return equipment
3. Any damages which may cause a **Public Safety concern** and not repaired will **not** be returned to customer. Additional Local Disposal Fee's may apply.

9 STORAGE OF RMA EQUIPMENT

Equipment stored **over 90 days** without a **Purchase Order** will dispose. Additional local disposal fees may apply.

10 PACKAGING GUIDELINES

1. Do **NOT** pack and/or ship batteries.
2. Attach the RMA label on the outside of each returned box.
3. Reuse the original packaging material to return the unit, and ensure that parts are placed in ESD bags and waterproofed, if applicable.
4. Pad corners of the chassis and any boards, components, or other fragile parts with foam or paper. Please treat the return as you would expect us to treat products sent to you.
5. The following documents, labels and forms must be included within
NOTE: These documents can be found in the Document Package that was shipped with your original unit. See **Appendix A** for Label Samples

| DOCUMENT No | DESCRIPTION |
|-----------------------|-----------------------------------------------------|
| 04109094 | MSDS, AMERICIUM -241 |
| 04109095 | MSDS, DICHLOROMETHANE, SIGMA ALDRICH |
| 88108555 | LABEL, RADIOACTIVE MATERIAL, EXCEPTED PACKAGE, |
| 88111969 | LABEL, DANGEROUS GOODS IN EXCEPTED QUANTITY, 6.1 |
| 04111966 | INSTRUCTION, RETURN MATERIAL AUTHORIZATION, TRACE |
| 04108551 or 101001178 | END USER SHIPPING INSTR, GRND TRNSPRT RAP-RF-0006 |
| 04108552 or 101001179 | END USER SHIPPING INSTR, COMMON CARRIER RAP-FR-0005 |
| 88112472 | LABEL, CUSTOMER OWNED, RMA |

Description Table 1.

Appendix A

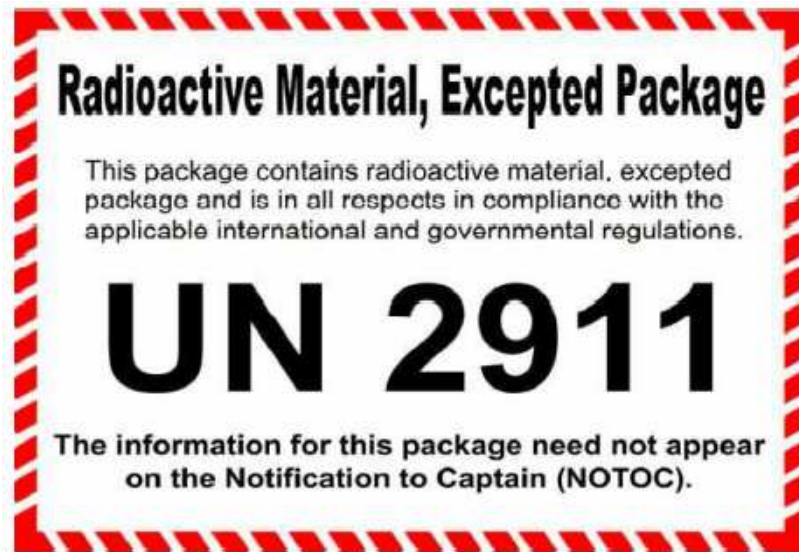


Figure 1. PN88108555 LABEL, RADIOACTIVE MATERIAL, EXCEPTED PACKAGE, UN2911

CUSTOMER OWNED

Rapiscan[®]
systems

RMA # _____ Attention: _____

Job # _____ PN Serial # _____

Part # _____ Tech _____

Date _____

Reason for Return _____

Figure 2. 88112472, Rev 1 - Label, Customer Owned, RMA



Figure 3. 88111969, REV-1, LABEL, DANGEROUS GOODS

Lithium Battery Safety Document for International Air Shipments

WARNING: LITHIUM BATTERIES THAT HAVE BEEN RECALLED BY THE MANUFACTURER FOR SAFETY REASONS MUST NOT BE SHIPPED BY AIR

Terminology:

- Cell – electrochemical unit consisting of an anode and a cathode, capable of generating electrical current
- Battery – assembly of cells
- Lithium ion cells/batteries – rechargeable – includes lithium polymer cells/batteries
- Lithium metal cells/batteries – generally non-rechargeable

This package contains lithium cells or batteries in the following configuration (check applicable):

| Lithium Ion – Maximum of | Lithium Metal – Maximum of |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> 20 Watt-hours per cell; and 100 Watt-hours per battery | <ul style="list-style-type: none"> 1 gram of lithium metal per cell; and 2 grams of lithium per battery |
| <input type="checkbox"/> Cells or batteries only (ICAO/IATA Packing Instruction 965, Section II) – Cells or batteries in a package without electronic equipment Package Limit: <2.7 Wh – 2.5 kg; or >2.7 Wh but ≤ 20 Wh = 8 cells; or >2.7 Wh but ≤ 100 Wh = 2 batteries | <input type="checkbox"/> Cells or batteries only (ICAO/IATA Packing Instruction 966, Section II) – Cells or batteries in a package without electronic equipment Package Limit: <0.3 g – 2.5 kg; or >0.3 g but ≤ 1 g = 8 cells; or >0.3 g but ≤ 2 g = 2 batteries |
| <input type="checkbox"/> Cells or batteries only (ICAO/IATA Packing Instruction 965, Section IIE) – Cells or batteries in a package without electronic equipment | <input type="checkbox"/> Cells or batteries only (ICAO/IATA Packing Instruction 966, Section IIE) – Cells or batteries in a package without electronic equipment |
| <input checked="" type="checkbox"/> Packed with equipment (ICAO/IATA Packing Instruction 965, Section II) – Cells or batteries contained in a package with associated electronic equipment | <input type="checkbox"/> Packed with equipment (ICAO/IATA Packing Instruction 966, Section II) – Cells or batteries contained in a package with associated battery-powered equipment – with the batteries not installed in the equipment |
| <input type="checkbox"/> Contained in equipment (ICAO/IATA Packing Instruction 967, Section II) – Cells or batteries installed in equipment | <input type="checkbox"/> Contained in equipment (ICAO/IATA Packing Instruction 970, Section II) – Cells or batteries installed in equipment |

- This package must be handled with care. A flammability hazard exists if the package is damaged.
- If this package is damaged in transportation, it must not be loaded until the condition of the contents can be verified. The batteries contained in this package must be inspected for damage and may only be repacked if they are intact and protected against short circuits.
- For more information about the batteries contained in this package, call the following telephone number:

+1-310-978-1457 or CHEMTREC at +1 703-527-3887 (collect calls accepted) [CCN678182]

Shipper: Rapiscan Systems, Inc.
2805 Columbia St.
Torrance, CA 90503 U.S.A.

Signed: _____ Date: _____

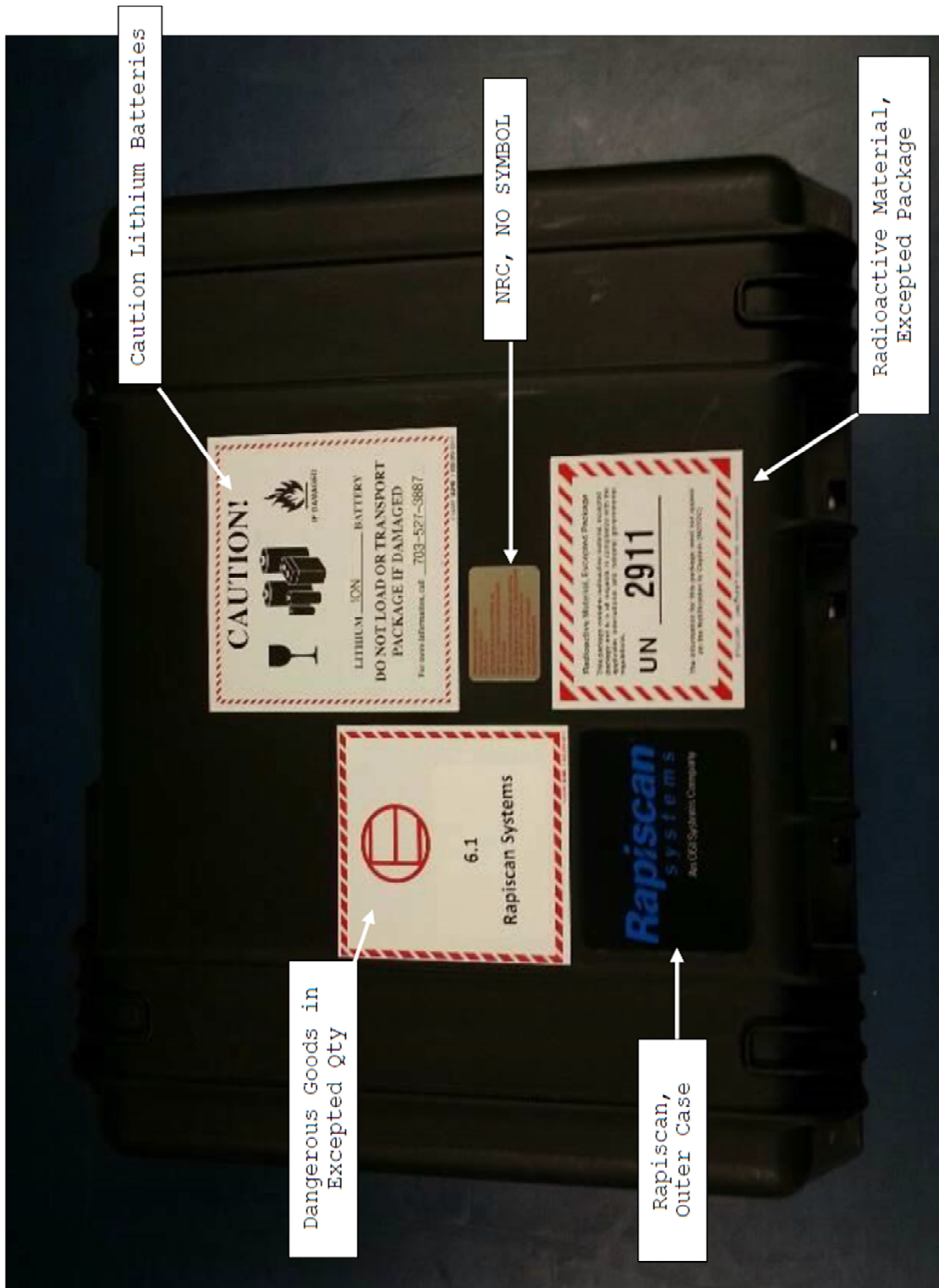


Figure.4 CASE WITH LABLES READY TO SHIP