



# RMA Form

## Technical Contact

Company Name: \_\_\_\_\_ Tech. contact name: \_\_\_\_\_  
 Ship to Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 \_\_\_\_\_ E-mail Address: \_\_\_\_\_

## Billing Information:

Billing Address: \_\_\_\_\_ Billing contact name: \_\_\_\_\_  
 \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 \_\_\_\_\_ E-mail Address: \_\_\_\_\_  
 PO Number: \_\_\_\_\_

## JS-20 or JS-25 Scanner Information:

Serial #: \_\_\_\_\_ Cable ID\*: \_\_\_\_\_ Base IP or Static IP? (circle one) IP Address\*: \_\_\_\_\_  
 Description of issue: \_\_\_\_\_

*\*If unspecified, the Cable ID and IP address will be reset to the factory default of IP 192.168.1.105 and Cable ID 0.*

- Does the laser flash 10 to 15 seconds after power is applied? Yes / No
- Does the green light next to the Ethernet come on? Yes / No
- Using JSConfig, is the scanner on the network? Yes / No
- Using Laser View (F5) in JSdiag, does the Encoder Count change when the belt/chain moves? Yes / No
- Is the problem intermittent? Yes / No

Comments: \_\_\_\_\_

Special Instructions: \_\_\_\_\_

**Return your scanner with this form to:** JoeScan, 4510 NE 68<sup>th</sup> Dr., Ste. 124, Vancouver, WA 98661 USA

*\*For international customers, please see the following page for additional shipping instructions.*

If you have questions, contact us: E-mail: [support@joescan.com](mailto:support@joescan.com)

Phone: +1.360.993.0069



## Return of JoeScan Product for Repair from Outside the United States

Customs routinely processes shipments between sellers and buyers. Those shipments are subject to fees and taxes. Goods returned for repair are not subject to these charges. It is essential that the customs paperwork is clearly marked to avoid extra costs.

### Commercial Invoice

Use FedEx or UPS to ship goods to JoeScan. Goods will not be allowed to clear customs without a commercial invoice. Three copies should be attached to the shipment. FedEx or UPS can assist in producing this document, or you can download a blank commercial invoice from the Internet.

Here are the details you will need for shipping a repair to JoeScan:

<b>Reason for Export</b>	Repair and Return
<b>Ship to and Sold to</b>	JoeScan, Inc. 4510 NE 68th Drive, Suite 124 Vancouver, WA 98661 USA +1-360-993-0069
<b>Description of Goods</b>	There are three components to the Description of Goods: (1) Product name: " <b>OPTICAL PROFILE MEASUREMENT DEVICE.</b> " To avoid shipment delays and additional costs, <i>do not</i> use the words "laser" or "scanner." (2) Reason for the shipment: " <b>US Goods Returned for Repair</b> " (3) Harmonized Tariff Number for returned goods: <b>9801.10.0000</b> Example: JoeScan JS20 OPTICAL PROFILE MEASUREMENT DEVICE. US goods being returned for repair. HTS# 9801.10.0000
<b>Value (in USD)</b>	Use original purchase price. If you are unsure of the purchase price, use the fair market value of the product (between \$2000 and \$8000 USD). The value does not have to be accurate on repair returns, but it cannot be left blank.
<b>Country of Origin</b>	USA
<b>Additional Comments and Declaration Statement</b>	US Goods returned for Repair, value for customs purposes only