

Fred Weber

From: Ohaus Corporation [marketing@ohaus.com]
Sent: Friday, April 13, 2012 9:01 AM
To: Fred Weber
Subject: New OHAUS Policy



Repair & Return Announcement

Dear Valued OHAUS Dealer,

At OHAUS Corporation, we strive to offer unsurpassed customer service and paramount satisfaction in every interaction and transaction conducted with our valued dealers.

A recent internal assessment of our current repair and return processes uncovered various inconsistencies that result in discrepancies in service and numerous delays, including long repair turnaround time. To address these findings and improve our repair and return processes, certain changes have been implemented.

Effective immediately, all incoming inquiries will be handled by our customer service department. If a product repair is required, a customer service representative will transfer you to the technical support team who will attempt to troubleshoot your problem. It is our aim to resolve your problem as quickly as possible and provide a simple solution if one exists.

If deeper technical assistance is needed or a product must be returned, the technical support team will generate a Return Authorization Number (RAN). We can no longer accept a product for repair or return if it does not have the required RAN and any products arriving without this number will be rejected for building security reasons.

Additionally, an assessment and handling fee will now be applied to all non-warranty repairs. If the repair work is completed, the assessment fee will be waived. If the repair work is rejected, the assessment and handling fee will be charged.

Moreover, you will now be required to fill out a decontamination form, in which you will be asked to declare the types of hazardous chemicals, substances and waste that your machine has come in contact with and confirm that it has been thoroughly cleaned and decontaminated. You will receive this document at the same time a RAN is issued for your return or repair and we ask that you send it back to us with the product you are returning. We are committed to ensuring the safety of our repair technicians and thank

you for your assistance in this important matter.

With these changes, we anticipate turnaround time for all repair work to be 2-3 days, which is a significant improvement over the current repair lead time.

We are confident that these changes will improve the repair and return process and guarantee a quick and satisfactory experience each time an OHAUS scale or balance requires a repair or needs to be returned.

We value your business and look forward to providing the service you expect and deserve. Thank you for your cooperation.

Debbie DeFeo, Customer Service Manager

Ed Duran, After Market Manager

Jean-Yves Chever, General Manager - VP Sales and Marketing

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