

## ISSG Newsletter

VOL. 4, NO. 1 JANUARY 1982

### Alpha Micro's Customer Returned Goods Receiving Policy

In an effort to further meet the needs of our customer base and continue to offer more effective support, Alpha Microsystems has initiated a new customer-returned goods receiving policy. As of January 1, all customer returned goods shipped to Alpha Microsystems should be sent directly to ISSG Returned Goods rather than to the Alpha Micro Receiving Department. This change to our existing procedure will eliminate the necessity of having to transfer returned items from our Receiving Department to the International Support/Service Group. Because the turnaround times stated in our policies and procedures begin upon the arrival of an item in the Service Center, we anticipate that this will enable us to provide an improved response time in repair situations. Repair times will continue to be:

1. 5 working days for in-warranty Alpha Micro manufactured equipment
2. 10 working days for out-of-warranty Alpha Micro manufactured equipment
3. 45 working days for peripheral items

All customer returned goods coming to Alpha Micro-

systems should now be addressed to:

Alpha Microsystems  
2712 McGaw Avenue  
Irvine, CA 92714  
ATTN: Returned Goods

There will be no change to those policies affecting the return of customer goods to Alpha Micro. A Return Authorization Number (RAN) must be obtained from the ISSG Customer Service Office prior to the return of any equipment. This number should be displayed prominently on the shipping carton. A yellow Return Authorization Tag should also be attached to each returning item. Please include as much information as possible on this tag describing problems you are experiencing.

We feel that this new receiving process will enable us to better serve our customer's needs. Any comments you may have regarding this new procedure, as well as suggestions regarding any of our existing policies and procedures, are welcome. Please contact the Customer Service Office at (714) 957-6076 or direct your correspondence to Alpha Micro, Customer Service Office, P.O. Box 18347, Irvine, CA, 92713.

### Defective Returns

Any equipment returned to Alpha Microsystems that is classified as a "defective exchange" must include all items contained in the original shipment. This will allow us to credit your account for the full amount of that item.

When returning circuit boards, please wrap them in protective material similar to that in which the board was encased when shipped. If the item is a double-board set, the connecting cable and any obsolete Boot PROMs must also be returned.

All returned drives should include the following:

1. All manuals sent with the drive.

2. All cables, slides and rails included with the original shipment.
3. All packaging material which consists of the plastic bag, foam and inserts, the box and the pallet.

All returns of exchanged equipment to Alpha Micro are due within thirty days after shipment of the replacement item. Please send all equipment freight prepaid. If you have any questions about this procedure, one of our Customer Service Representatives will be available to answer all inquiries and may be reached at (714) 957-6076.

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