



Putting Confidence in Ultrasound

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How to Return Your Product(s) to Onda

All products returned must have a valid Return Materials Authorization (RMA) number issued prior to return and clearly marked on the return package.

1. To obtain an RMA, contact Onda and provide the invoice number, model number, serial number and description of the problem.
2. Return product in its original package if possible. Otherwise, ensure the product is sufficiently packaged to prevent damage.
3. Ensure the RMA number is clearly marked on the return package.
4. For international return shipments, ensure the following is clearly stated in the body of the commercial invoice:

RMA #: XXXX (Provided by Onda)

FOR CUSTOMS PURPOSES ONLY. No commercial value. Items are not for sale. These devices are customer-owned items returned to the manufacturer for evaluation/service/calibration only.

PRODUCT(S) INFORMATION (Example: HGL-0200 Hydrophone, QTY 1, Value: \$3,000 USD)

SCHEDULE B or HS Code #: 9801.10.0000

Manufacturer's Country of Origin: USA

Please note any deviation to this language may incur charges for duties, fees, and taxes which will be the responsibility of the Sender. Do not mark devices as medical equipment.

5. Provide shipment tracking information to Onda as soon as available.