



REPAIR OR WARRANTY RETURN PROCEDURE

Lester Electrical has always prided itself in providing top-notch technical service to its customers. As a part of the service we provide to our customers, we offer full warranty and repair service. In order to serve our customers in the most efficient manner, it is important to turn around repairs as quickly as possible. The speed of repair is often determined from the initial contact with our Service Department. Below are some key steps that we ask our customers to follow to ensure the quickest repair time possible.

The first step, which is also the MOST IMPORTANT STEP, is to contact us by phone at (402) 477-8988 or by e-mail at service@lesterelectrical.com to obtain a Return Materials Authorization (RMA) before sending us items for repair or warranty. When you contact us, we gather vital contact information from you such as name, address and phone number. The RMA is a code giving you authorization to ship us a product to be repaired and is assigned to your claim in our Customer Database. This RMA code, which MUST be included with your return, is tied to your incoming shipment.

To speed the processing of your repair, it is best to write the RMA on the package itself or on an RMA form that can be filled out and included with your return. Again, you MUST obtain this RMA code from our technical service department. You can download this RMA form from our website at <http://www.lesterelectrical.com/techservice/topics.htm>.

It is also wise to contact our technical representatives to determine if the charger or component is indeed faulty. On occasion, we receive perfectly operating chargers only to learn of battery or DC connection problems with the customer's machine. The root cause of many of these is low DC voltage. Most of our chargers need to see a certain minimum DC voltage from the batteries before they will start. See our "Low Voltage Charging" service topic at the Lester Electrical Tech Service website.

As a general rule, priority is assigned to wheelchair chargers over all others because the downtime sometimes associated with these chargers may limit a customer's mobility options. On these, we strive for a turn-around of one week or less. All other chargers have a turn-around of two weeks. We can sometimes expedite a repair if you have a dire situation, please contact us directly for details. There are times during Spring we may not be able to accommodate your request due to the high volume of chargers and components that we see during that peak season.

On repairs of chargers under warranty, these are repaired and returned without notification unless requested. Customers with non-warranty chargers are contacted after diagnosis and are given an exact quote for the cost of the repairs. If the quote is fair we accept Visa, Mastercard, or COD as payment. If the quote is unacceptable we will not charge for the evaluation and will return the charger for shipping charges only.

Although we can typically diagnose and evaluate chargers when they arrive, any additional information that can be provided is often very useful and may reduce our time (and your quote) involved. What the charger does, or doesn't do, or any specific details about its performance may pinpoint and speed us to a solution.