

## James E. (Jeb) Blair

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**From:** James E. (Jeb) Blair  
**Sent:** Wednesday, May 09, 2007 3:00 PM  
**To:**  
**Subject:** ROCKMATE SHIPPING / SERVICE

ROCKMATE SHIPPING (from operation manual)

1. If there is a problem with the MRDD system, please contact Newage Testing Instruments' customer Service Dept. at 215-526-2200, or your local Newage representative.
  2. If the customer service department requests that the tester be shipped back, pack all the tester components including indenters, extensions, etc. in the case.
  3. Pack the tester case in a corrugated box with at least 2" of compressible packing material such as foam beads. If the tester case cannot be used, double package the tester components by separately packing all the individual components (including indenters, bases, extensions, etc.) in bubble pack, then in a corrugated box with additional packaging material
  4. Mark package with labels indicating **SENSITIVE INSTRUMENTS: HANDLE WITH CARE**
  5. Ship the tester back prepaid via UPS or Air Freight if urgent, and insure for the sale value. Newage policy is to pay for warranty repair shipment from Newage to the customer; customers are required to pay shipping to Newage.
  6. On non-warranty work be sure a contact name and phone is with the packing slip and include a list of desired services and the current problem description. Newage will call back with an estimate of repair costs at which time a purchase order would be issued, subject to credit approval before work commences.
  7. Ship to:
    - Newage Testing Instruments
    - 820 Pennsylvania Blvd. Feasterville, PA 19053
    - Attn: Service Dept.
  8. Emergency Service: Immediate service is available in emergency cases. Phone 215-526-2200 and request fast turnaround and return shipment by air freight. Any extra charge for this service, if necessary, will be quoted over the phone, but Newage must be advised by phone.
- PLEASE NOTE: When packaging delicate instruments for shipment maximum care must be taken. Please instruct your shipping dept. to take as many precautions as they can.
- Newage Testing Instruments' Service Dept:  
Tel 215-355-6900  
FAX 215-354-1803