Recalibration Guidelines: All RMAs for L&T are dependent on the quantity to which both the customer will be sending in and to what is already in house. All RMAs are given a promise date upon receipt to Load and Torque logistics department. The promise date is to be viewed as the due date in which the RMA must be **evaluated** by. The promise date will follow the below guidelines:

* Most L&T models have a two week (10 business days) turn-around with the exception of Torque Sensors being three weeks (15 business days).  Torque sensor models below.
* 4102-4107 = 3 weeks
* 4203-4207 = 3 weeks
* 4115K = 3 weeks
* 4115A = 3 weeks
* 5302, 5308, 5309, 5310 = 3 weeks
* 2526 = 3 weeks
* 2525 = 3 weeks
* Quantities (3) or less should not usually require confirmation with Farmington to check turn-around time.
* Quantities of (4) or greater should be run by service to confirm we can still accommodate the “standard” delivery.
* It is up to the CSR to check the RMA Receiver once it is given to them and confirm the RMA Promise Date is what they are expecting.  This will allow ample time to address the completion date, and not have to deal with it when it is already seen as past due by the CSR. **If the Promise Date does not meet the customer or the CSR expectation, contact the Operations Manager.**
* Any escalations need to be approved by Operations Manager.
* If for any reason these lead times cannot be met by the repair department, an amendment to the RMA will be made. This amendment will include a detailed explanation of the reason for the delay. The CSR that is associated to the RMA will be notified by email that a change has been made.