

The logo features the word "WIKAnews" in a stylized font. "WIKa" is in a bold, blue, sans-serif font with a slight shadow effect, while "news" is in a white, cursive script font. The background is a light gray gradient.

For Immediate Release:
August 4, 2009

WIKa now offers centralized Return Material Authorization (RMA) Group

WIKa continuously looks for ways to improve and streamline our processes to provide excellent service to our customers.

Starting Monday, August 10, 2009, our Return Materials Authorization (RMA) process will be managed by a dedicated RMA customer service team who are:

- Experts in handling RMAs;
- Trained to quickly handle technical questions; and
- Focused only on expeditiously handling RMAs.

Here's how the improved process works:

To request an RMA or report a customer complaint, you may contact WIKa's RMA Group in three ways:

1. Phone: 1-800-645-0606; select options 1 and then 4. (Hours for phone support are Monday-Friday, 8:00a-4:30p EST. If calling after regular business hours or during a holiday, please leave a voicemail message.)
2. Fax: 770-338-5109
3. E-mail: rma@wika.com

A customer return specialist will review your request and contact you if more information is required. If all information is available and meets RMA policy requirements, an RMA form with your unique RMA number will be issued to you within 24 hours of receipt of your request.

When an RMA request is incomplete or does not meet with our RMA policy, a customer return specialist will advise you of any non-compliance and work with you to resolve the issue.

You may return the product to WIKa, freight pre-paid. Your signed RMA form and Decontamination Letter must accompany the return.

WIKa appreciates your business and will continue to seek opportunities to better serve our customers.