

March 25, 2003

To all Geokon Customers,

In order to provide faster and more efficient service to our valued customers and to avoid working on contaminated equipment thus insuring the health and safety of our employees, Geokon, Inc would like to announce a policy change affecting the way we accept returned goods. All items returned must have an officially issued Return Authorization (RA) number that can only be acquired by contacting Geokon directly. We now ask our customers to answer basic questions regarding the nature of the return. Geokon will not accept nor work on returns that are lacking Return Authorization numbers or unsigned Health and Safety Clearance forms. The revised RA process is as follows:

Repair Authorization Process:

1. Contact Geokon, Inc. via one of the following:
Phone: 1 (603) 448-1562 | Fax: 1 (603) 448-3216 | e-mail: geokon@geokon.com
2. Geokon will ask you the necessary questions and fill out the Return Authorization form for you.
3. The Health and Safety Clearance portion of the form will be faxed to the customer. The customer is required to sign the form.
4. The Health and Safety Clearance form is returned to Geokon via fax and ***must be placed inside the package along with the returned goods.***
5. The customer must assume responsibility for ***printing the assigned Return Authorization number clearly on the outside of the package.***

If you have any questions regarding Geokon's revised Return Authorization procedure please call the Geokon Repair Department at (603) 448-1562 for assistance.

Sincerely,

Geokon Repair Department