



Return Material Authorization (RMA) Process

This document outlines RSG Products' ("RSG") Return Material Authorization (RMA) process.

1. Standard Warranty Policy

The length of a warranty term differs between kits, new spare parts, and rebuilt to new parts. For details please see RSG Products Warranty Policy.

2. Support Contacts

If your item exhibits signs of failure, you must contact our Customer Support department to notify of product failure by emailing the completed RMA form. An RMA number cannot be issued if the RMA form is not submitted prior to returning the suspect part.

RSG Support Phone: +1 817-624-6600

RSG Support Email: info@rotorcraftservices.com

3. RMA Information

The following information is required to assign an RMA.

- Reseller information -- where the item was purchased/installed
- Your Phone Number
- Your Email Address
- Product Part Number
- Product Serial Number
- Purchase date
- Invoice # or Purchase Order #
- Installation date & copy of logbook entry
- Description of Failure or Problem

4. RMA Confirmation

Requests for RMA are typically processed during the working day, between 6:00AM to 2:00 PM CST. RMA Confirmation will be accomplished by e-mail. RSG support will send the RMA application form to the customer and customer will fill in all requested information and send it back to RSG support. The RMA Confirmation is the RMA form with an assigned RMA number. This form must be put in the packaging when the product is returned.

5. RMA Return Shipment

5.1. Packaging

Suitable packaging should be used to minimize the potential for shipment damage.

If items are damaged during return shipment due to insufficient packaging, it will be left to RSG's discretion to determine whether or not the product is rebuild-able.

Please follow these guidelines when returning products to RSG:

- Use sufficient packaging so returned items are protected
- Ship the RMA items via traceable means (UPS, FedEx) to the below address
- Write the RMA number on an outside surface of each return package
- Include copy of RMA form & logbook entry in package
- Reference the RMA number on the Air Waybill or Shipper
- Allow four (4) to six (6) weeks Turn-Around-Time after receipt of RMA by RSG

5.2. Address

All RMA packages should be shipped to:

RSG Products – RMA# _____

440 West Ln, Suite 100

Saginaw, TX 76131

817 624 6600

5.3. Tracking

All RMA returned items must be sent via traceable means. Examples would be UPS, FedEx, DHL, or US Postal Service Priority Mail. Be sure to retain the tracking information for your records. The customer is responsible for the product until it is received by RSG. RSG is liable for the returned item upon the receipt of shipment.

5.4. Delivery Charges

The customer is responsible for paying shipment charges when returning the product to RSG. A shipping account number & return shipping method should be noted on the RMA form sent in with the part so we can send your item back to you without delay.

6. RMA Turnaround Time

6.1. Standard

About four (4) to six (6) weeks after receipt of returned parts (based on current backlog), the rebuilt or replacement item should be ready for return shipment. The contact person listed on the RMA form will be notified within 15 days on the results of our evaluation of the returned part.

6.2. Expedited

If the customer requires resolution within ten (10) working days from receipt of returned parts, and has prior approval from RSG Support, an expedite fee will be incurred as follows: Finished products- 50% MSRP. Expedited return shipping will be on the customer provided account.

7. RMA Rebuild and Test Procedures

All items returned under an RMA will be evaluated for rebuild potential, or at RSG's option, replaced with either new or factory rebuilt parts. If a returned product is determined to be damaged or misused, it will be handled according to the out-of-warranty policy below.

All rebuilt-to-new or replacement parts will have successfully passed the appropriate manufacturing quality assurance test procedures. These are the same tests that are utilized to verify "new build" parts as manufactured by RSG.

If the returned part is found to be Beyond Economical Repair (BER), customer will be issued a quote for a new part, charged an evaluation fee, and contacted to determine method of disposition on returned part: scrap on site or return as is.

Out-of-Warranty rebuilt items carry a ninety (90) day warranty. In-Warranty items are warranted for the remainder of the original warranty or ninety (90) days, whichever expires later.

8. RMA Closing Procedure

If RSG has not received the RMA requested items from the customer within sixty (60) days of the RMA assignment date, the RMA will be closed.

RSG will not accept any packages without an open, valid RMA number appearing on at least 1 surface on the box/packaging and reference to the RMA number on the shipper or air waybill.

Only the specific items listed on the RMA will be accepted. All other items will be returned to the customer at customer's expense.

After return shipment of a rebuilt/replacement part to the customer, RSG will close the RMA.

9. RMA Out-of-Warranty

A product whose warranty period has expired or which has been damaged or misused may be determined to be out-of-warranty. If your product is determined to be out-of-warranty, the following guidelines are applied.

9.1. Repair or Replacement

At RSG's option, an out-of-warranty product may be rebuilt or replaced with new or rebuilt-to-new parts for a fee. Products that have been damaged or misused may be deemed non-repairable at RSG's determination.

Out-of-warranty rebuilt or replaced items carry a 90-day warranty.

All shipping costs are the responsibility of the customer.

9.2. Repair or Replacement Fees

Out-of-warranty products will be rebuilt-to-new or replaced as determined below.

A \$300.00 non-refundable evaluation fee is required to determine whether the product can be rebuilt-to-new. If the product is rebuild-able, the charge for repair will be 60% of the current customer list price. A quote will be sent to customer for approval. If the product can be rebuilt and the customer approves the quoted charge, the evaluation fee will be credited towards the repair cost. If the product is not able to be rebuilt, or BER, and the customer approves the replacement, the charge for replacement will be based on the current customer list price. BER units will be scrapped on site by RSG or returned to customer on their account. If RSG does not receive a disposition response within (60) days, RSG will choose to either return or scrap customer unit.

9.3. Restocking Fee

Parts returned for any reason, except for warranty repair or out of box failure, will incur a 25 % restocking fee. The return of complete air conditioning kits is a 50% fee.

10. Payment Method Payment can be made as follows:

- By credit card – Visa®, MasterCard® (1.5% processing fee is added to invoice)
- Wire Transfer/ACH (\$25 fee applies)
- Credit Terms - Net 30

Rev.	Desc.	Reviewed	Approved	Date
IR	Initial Revision of New Process	K. Musgraves	G. Thompson	05/21/2022