

## Return Material Authorization (RMA) Form

	RMA Number:	
	Date Issued:	
	Issued by:	

<p><b>RMA Instructions:</b>  <i>Products purchased through RSG may be returned by following these steps:</i></p> <p>1. Contact RSG at 817-624-6600 or <a href="mailto:info@rotorcraftservices.com">info@rotorcraftservices.com</a> to notify Customer Support of needed RMA.</p> <p>2. Completely fill out this form, and email it to Customer Support, who will provide an RMA number. Print completed RMA form &amp; place in the box with the item(s) being returned.</p> <p>3. Clearly mark the outside of the box with the RMA number.</p> <p>4. Ship the item(s) to:                      RSG Products, Inc.                      440 West Ln., Suite 100                      Saginaw, TX 76131</p> <p><b>Please refer to RSG's Warranty Policy and RMA Policy for complete details regarding product returns.</b></p>	<b>Company Name</b>			
	<b>Address</b>			
	<b>City</b>			
	<b>State</b>		<b>Zip/Postal Code</b>	
	<b>Country</b>			
	<b>Phone Number</b>			
	<b>Contact Name</b>			
	<b>Email</b>			
	<b>Return Ship Method</b>		<b>Shipping Account Number</b>	

Returned Item(s)					
Part Number / Serial Number	Quantity	Purchase Date	Invoice # or PO #	Reason for Return	Aircraft Tail # and Serial Number

**Additional Comments:**

**\*\*\*You must submit a copy of the logbook page when items being returned were installed\*\*\***

**Disposition (To be completed by RSG)**

<i>Returned to customer, no problem found (eval fee applies)</i>		<i>Non-Warranty replacement (from stock-quote issued)</i>
<i>Warranty rebuild (rebuilt and returned to customer)</i>		<i>BER, Not rebuild-able, informed customer (eval fee applies, scrap?, RTC?)</i>
<i>Non-Warranty rebuild (quote issued - rebuilt and returned to customer)</i>		<i>Warranty Replacement (from stock-no fee applies)</i>
<i>Other:</i>		

**RSG Products, Inc.**  
**RMA (Return Material Authorization) Policy**

All returns require an RMA number. Contact RSG Products (RSG) via telephone at 817-624-6600 or email at [info@rotorcraftservices.com](mailto:info@rotorcraftservices.com) to obtain an RMA number. Returns will be authorized in accordance with the following policy: If it is deemed that the part should be returned, a representative from RSG will send you an RMA form. Completely fill out the RMA form and email it to Customer Support to obtain an RMA number. Once RMA is issued, place copy of RMA form, **and copy of logbook entries**, in the box with the item(s) being returned. Clearly mark the outside of the box with the RMA number. Products will not be accepted by RSG for return if not accompanied by a valid RMA number. Return shipping for all RMA items will be at the expense of the customer.

**Stock Returns**

Stock returns must be made within thirty (30) days of the invoice date. Authorization of stock returns is at the sole discretion of RSG. If a stock part is authorized for return and is a customer error, 25% of the purchase price will be applied as a standard restocking charge. Parts must be new, unused, and contain all the original packaging and paperwork (certs, 8130-3, packing slip...etc). There is no restocking fee due to errors by RSG if correct order information was furnished with the original order.

**Warranty Returns**

Products to be returned for warranty coverage must be within the applicable warranty period. If the customer requests that a replacement be sent immediately, a rebuilt-to-new unit (if available) will be shipped to the customer. If evaluation of the returned item shows damage or misuse, or if it is found in good working order, the replacement product will be billed to the customer's account in accordance with RSG's standard payment terms. Then, once a final decision of the return is made, a credit will be issued if the warranty claim is allowed.

**Non-Warranty Returns**

If the customer wishes to return a part for evaluation that is no longer within the warranty period or for damage not covered by the warranty, RSG will advise the customer of the estimated cost to rebuild-to-new. Return of the product, with a purchase order noting the quoted cost to rebuild will be considered authorization to proceed, and agreement to pay for the cost to rebuild, whether or not it exceeds the original estimate. A \$300 evaluation fee will apply to all non-warranty returns. This fee will be deducted from the total quoted to rebuild the part to new.

**Transportation Charges**

The customer is responsible for all transportation, insurance, duties and other similar charges for all returned items, and the customer must ensure that the product is appropriately packaged. Products shipped to RSG freight collect will be refused. Shipping damages resulting from improper packaging will be the customer's responsibility. After evaluation and/or rebuild, RSG will return the product using the method stated on the front of this form. Products will not be accepted by RSG for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.

**RMA Closing Procedure**

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

Once returned parts are evaluated, if deemed non-rebuildable or BER, customer will be invoiced the \$300 evaluation fee. If customer does not respond within (60) days, RMA returned part will be scrapped on site by RSG or shipped back to the customer.

By choosing to request an RMA number from RSG, it is implied that the customer has agreed to the terms of this RSG RMA Policy.

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

RSG Products Inc.

440 West Ln, Suite 100, Saginaw, TX 76131

[www.rotorcraftservices.com](http://www.rotorcraftservices.com)