

Return Material Authorization Form (RMA)



For Internal Office Use [] Covered by Maintenance [] Not Covered by Maintenance Expiration Date: _____

EXTENDED MAINTENANCE AGREEMENTS ONLY COVER AEROCOMPUTERS MOVING MAP SYSTEMS

INSTRUCTIONS: Please fill out this form completely and return to RMA@aerocomputers.com or fax to (805) 984-8782. You will receive an RMA number once this request is processed and approved.
DO NOT SEND PRODUCTS IN FOR REPAIR UNTIL YOU RECEIVE AN RMA NUMBER.

CUSTOMER INFORMATION AND BILLING ADDRESS:

NAME: _____

END USER (if different than RMA applicant): _____

ADDRESS: _____

PHONE NUMBER: _____ EMAIL ADDRESS: _____

PRODUCT INFORMATION: (A separate RMA form must be completed for each product)

PART NUMBER: _____ SERIAL NUMBER: _____

REQUEST UPDATES OR DESCRIPTION OF PROBLEM: _____

SHIPPING ADDRESS:

Expedited Shipping Required?
Customer FedEx or UPS number: _____

NAME: _____

COMPANY: _____

ADDRESS: _____

PHONE NUMBER: _____ EMAIL ADDRESS: _____

By submitting this form, I acknowledge the following terms and authorize AeroComputers to perform work as necessary:

Products should be returned to AeroComputers in their original packaging or packaging sufficient to ensure safe shipment. Customer is responsible for all shipping costs to AeroComputers. AeroComputers is not responsible for product damage incurred in shipping.

- 1) Hardware Warranty: For products less than (3) three years old, all repairs/replacements completed at no charge. AeroComputers covers costs to return product to customer via FedEx Ground Service. If expedited shipping is required, customer must supply AeroComputers with a UPS or FedEx account number.
- 2) Out of Warranty Hardware Repairs: Customer will be charged for: **1) Diagnosis fee of \$495.00 2) Parts, Labor 3) Return shipping costs.** Repair quote will be provided to customer prior to commencement of any repairs. AeroComputers will return repaired/replaced products to the customer 22 when a purchase order or payment is received.
- 3) Maintenance Agreement: Map systems more than (3) years old covered by a Hardware Maintenance Agreement (HMA) will be repaired at no cost with parts and labor necessary to restore the map system to proper functionality. HMA covers shipping costs to return product to customer via or UPS Ground. If faster shipping is required, customer must supply AeroComputers with a UPS or FedEx account number.

Print name: _____ Signature: _____ Date: _____