

**Return Material**  
**Authorization**  
**(RMA) Form**



**INSTRUCTIONS:** Please fill out this form completely and return to [techsupport@aerocomputers.com](mailto:techsupport@aerocomputers.com). You will receive an RMA number once this request is processed.

**DO NOT SEND PRODUCT(S) IN FOR REPAIRS UNTIL YOU RECEIVE AN RMA NUMBER.**

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

PART NUMBER: \_\_\_\_\_ SERIAL NUMBER: \_\_\_\_\_

REQUEST UPDATES or DESCRIPTION OF PROBLEM:     UltiChart Software Update(s)     Map Data Update(s)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**CUSTOMER INFORMATION AND BILLING ADDRESS:**

CONTACT: \_\_\_\_\_

CUSTOMER: \_\_\_\_\_

FULL ADDRESS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ EMAIL: \_\_\_\_\_

**SHIPPING ADDRESS:**

SAME AS BILLING           

DIFFERENT FROM BILLING   

EXPEDITED SHIPPING REQUIRED?     FEDEX     UPS

ACCOUNT NUMBER: \_\_\_\_\_

CONTACT: \_\_\_\_\_

CUSTOMER: \_\_\_\_\_

FULL ADDRESS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ EMAIL: \_\_\_\_\_

<b>DOMESTIC PRICING:</b> Diagnostic charge	
MISSION SYSTEM: \$595	KEYBOARD: \$195
IMU: \$495	X-3 DVR: \$195

<b>INTERNATIONAL PRICING:</b> Diagnostic Charge	
MISSION SYSTEM: \$995	KEYBOARD: \$395
IMU: \$695	X-3 DVR: \$395

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 sufficient to ensure safe shipment. There will be a \$50 charge if not sent back in original packaging. The customer is responsible for all shipping costs to AeroComputers. AeroComputers is not responsible for product damage incurred in shipping.

- 1) Hardware Warranty: For products within their warranty period, all repairs/replacements completed at no charge.
- 2) Out of Warranty Hardware Repairs:  
Customer will be charged for: **1) Diagnosis** (see price chart above) **2) Parts & Labor**. A quote will be provided to customer prior to commencement of any repairs. AeroComputers will return repaired/replaced products to the customer upon request.
- 3) Maintenance Agreement: Map systems more than (3) three years old covered by a Hardware Maintenance Agreement (HMA) will be repaired at no cost.

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

AeroComputers, Corp. 2889 West Fifth Street, #111 Oxnard, California 93030

**For Internal Office Use**

<input type="checkbox"/> Covered by Maintenance <input type="checkbox"/> Not Covered by Maintenance Expiration Date: _____
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Notes: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

RMA #: \_\_\_\_\_