



## FCI Aerospace Return Material Authorization Request

### **Form Instructions:**

Products purchased from FCI Aerospace may be returned to FCI Aerospace by following these steps:

1. Complete FCI Aerospace Return Material Authorization (RMA) Request Form completely and accurately (page 3).
2. Submit form to: [AerospaceRepairs@fluidcomponents.com](mailto:AerospaceRepairs@fluidcomponents.com)
3. FCI Aerospace will issue RMA number for processing the return.
4. Using the Packing Procedures below (page 2), the customer may ship the product(s) to FCI Aerospace. RMA number (ARA#####) should be clearly marked on the outside of the box. Products will not be accepted by FCI Aerospace for return if not accompanied by a valid RMA number.
5. FCI will evaluate the returned product(s) and if the item is determined to be out of warranty, FCI will send a quotation for returning the product back to service and/or replacement.

### **Warranty Period**

All FCI manufactured products are warranted against defects in material and workmanship for a period of twelve (12) months from the date of shipment or the otherwise agreed upon contractual warranty period.

### **Warranty Exclusions**

FCI is not responsible for out of warranty returns. Out of warranty returns are products where the warranty period has expired or there has been:

1. Improper installation; including but not limited to, both electrical and/or mechanical interfaces.
2. Improper use of products for purposes other than for which they were designed for or contrary to technical documentation.
3. Failure to operate products in accordance with the product's specifications and common industry practices.
4. Unusual mechanical, physical, or electrical stresses.
5. Unauthorized product modifications, maintenance, or repairs done by other than FCI Aerospace.
6. Mishandling including, without limitation, during shipment of products.
7. Force majeure, without limitation, fire, flood, tornado, earthquake, hurricane, lightning, threat of or actual acts of terrorism or war.
8. Any other abuse, mishandling, misuse, neglect, negligence, or accident.

### **Non-Warranty Products**

A priced quotation is provided for all returned non-warranty products after it has been evaluated. All non-warranty returns are subject to a minimum evaluation fee. By submitting this RMA request form, accepting the RMA number, and returning the product to FCI, the customer agrees that after a six-month period elapses, there is no response to the quoted price, FCI will deem the returned product as abandoned and therefore reserves the right to return product and charge the customer the Returned Product Evaluation Fee (see below).

### **No Fault Found (NFF) and Returned Product Evaluations**

Returned products that pass incoming inspection, Final Acceptance Test and other verification testing without the determination that there is a problem shall be identified as No Fault Found (NFF). FCI shall arrange for these NFF products to be returned to the customer in accordance with the customer's prevailing contract or purchase order terms. NFF and Returned Product Evaluations shall be charged the following fees if a fee structure is not defined in the original contract.

1. NFF or Returned Product Evaluation Fee for Product Categories w/o electronics: ASTE, ASLLE, ASLTE, ASFE - \$995 each.
2. NFF or Returned Product Evaluation Fee for all other Product Categories w/ electronics - \$1,995 each.

**Note:** Products that require calibration fluids other than air or water will be charged an additional fluid and disposal fee as determined by FCI Aerospace.



## FCI Aerospace Return Material Authorization Request

### Shipping Information

*\*Freight must be Prepaid to FCI receiving door.\**

Fluid Components International LLC  
Attn: Aerospace Returns Department  
1755 La Costa Meadows Drive  
San Marcos, CA 92078-5115

### Packing Procedures

FCI will not be held liable for damage caused during shipping. Please follow the following packing procedure to avoid damage during transit.

1. To ensure immediate processing, you must mark the RMA number (ARA#####) on the outside of the box or crate. Items without an RMA number marked on the box or crate will not be accepted.
2. Electronics must be wrapped in an anti-static or static-resistant bag, then wrapped in protective bubble wrap and surrounded with appropriate secure packaging in a box.
3. The sensor heads/probes must be protected, and caps placed on connectors prior to returning the product to FCI.

### Decontamination Statement

Exposure to hazardous materials is regulated by Federal, State, County and City laws and regulations. These laws provide FCI's employees with the "Right to Know" the hazardous or toxic materials or substances with which they may come in contact while handling returned products. Consequently, FCI's employees must have access to data regarding the hazardous or toxic materials or substances the product has been exposed to while in a customer's possession. Prior to returning the product for evaluation/repair, FCI requires thorough compliance with these instructions. The signer of the Certificate of Decontamination must be either knowledgeable Engineer, Safety Manager, or of similar knowledge or training and be responsible for the safe handling of the material to which the product has been exposed. Returns without a legitimate Certification of Decontamination, and/or MSDS when required, are unacceptable and shall be returned at the customer's expense and risk. A properly executed Certification of Decontamination must be provided before a repair authorization (RMA) number will be issued.

### Certification Of Decontamination

I certify that the returned item(s) has(have) been thoroughly and completely cleaned. If the returned item(s) has(have) been exposed to hazardous or toxic materials or substances, even though it (they) has (have) been thoroughly cleaned and decontaminated, the undersigned attests that the attached Material Data Safety Sheet(s) (MSDS) covers said materials or substances completely. Furthermore, I understand that this Certificate, and providing the MSDS, shall not waive our responsibility to provide a neutralized, decontaminated, and clean product for evaluation/repair at FCI. Cleanliness of a returned item or acceptability of the MSDS shall be at the sole discretion of FCI. **Any item returned which does not comply with this certification shall be returned to your location Freight Collect and at your risk.**

**This certification must be signed by knowledgeable personnel responsible for maintaining or managing the safety program at your facility.**

Product was or may have been exposed to the following substances: \_\_\_\_\_

Print Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Company Title: \_\_\_\_\_



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### Return Material Authorization (RMA#)

ARA

By submitting this RMA request, accepting the RMA number, and returning the product to FCI, the customer agrees to the terms of the return.

**\*If AOG, please call 760-522-2893 for assistance\***

#### 1. Customer Information

Returning company's name: \_\_\_\_\_ Date: \_\_\_\_\_

Return contact name: \_\_\_\_\_ Phone # \_\_\_\_\_

Email address: \_\_\_\_\_ Ship method: \_\_\_\_\_

Freight account number # \_\_\_\_\_

Bill to: \_\_\_\_\_ Ship to: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### 2. Product Information

Customer PO # \_\_\_\_\_ Customer part number # \_\_\_\_\_

FCI part number: \_\_\_\_\_ Serial number(s): \_\_\_\_\_

Quantity returned: \_\_\_\_\_ Product code (if known) \_\_\_\_\_

Product description: \_\_\_\_\_

Flight hours: \_\_\_\_\_ Original ship date: \_\_\_\_\_

#### 3. Reason For Return Recalibration only (no failure detected) Final acceptance (no failure detected)

Provide specific details: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_