



MANUFACTURER OF QUALITY AIRCRAFT FLUID CONTROL COMPONENTS SINCE 1954

## Return Material Authorization

Date: \_\_\_\_\_

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

Crissair, Inc. has a Return Material Tracking module in our ERP system which enables us to better track and control customer returned product. In utilizing this system Crissair requires all returns to have a Crissair assigned RMA number. To obtain the RMA number, the customer must complete and return this form. Upon receipt of the completed form, a RMA number will be assigned. The RMA number must appear on all documents included with the returned shipment along with a copy of this completed form. Please ensure that the RMA number appears on the outside of the shipping container to facilitate distribution by our receiving department. Any returns lacking a RMA number and this form will be refused and returned at the customer's expense.

**Please be advised that if it is found that the return is not Crissair's responsibility, there will be a test and/or evaluation charge at a minimum of \$500. This charge will cover the cost to test/evaluate only the reason stated for the return and does not cover the cost of a complete evaluation/ATP.**

If further repairs are required we will evaluate accordingly and provide an estimate of those costs. If an authorization to proceed is required we will provide an e-mail notification to you for your reply. Once a quotation/e-mail has been sent to you, an immediate response is required. If it is a billable repair, and no response has been received within 30 days, Crissair reserves the right to assess additional administration/storage fees.

The RMA number will be valid for 30 days from issue date. If the unit(s) is not received by the end of the 30 days please contact your Sales/Contacts Administrator for a date extension or to request a new RMA number, otherwise the RMA will be closed in our system.

For all return shipments to Crissair, Fed-Ex or UPS are the preferred methods of shipping, direct to Crissair. Please be advised that all freight, duty and tax fees incurred will be reviewed to determine responsibility once the evaluation of the return is complete.

For all international returns (outside of the US) the following will apply for all ITAR and EAR Controlled items. This statement must be conveyed to customs at the time of import. All documents must reflect the following statement:

**“This shipment is being imported in accordance with and under the authority of 22CFR 123.4 (a)(1)”**

Please check the following box if applicable:

**“The return shipment will require an 8130-3 / ‘Return to Service’ Tag”**

**Customer Name:** \_\_\_\_\_

**Customer Rejection Number:** \_\_\_\_\_

**Reason for Return:**

Warranty     Non-Warranty     Overhaul/Repair     Upgrade     Engineering

**Product Information:**

Customer P/N: \_\_\_\_\_

Crissair P/N: \_\_\_\_\_

Return Quantity: \_\_\_\_\_

**Part History/Traceability:**

Original Purchase Order Number: \_\_\_\_\_

Original Packing Slip Number: \_\_\_\_\_

Return Purchase Order Number: \_\_\_\_\_

Serial Number(s) (if appl.): \_\_\_\_\_

Date Code(s) (2 or 3 letter code marked on the part): \_\_\_\_\_

Flight hours (if appl.): \_\_\_\_\_

**Problem Description:**

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

**Contact Information:** \_\_\_\_\_

**Ship To / Return Address:** \_\_\_\_\_

**Comments:** \_\_\_\_\_

Crissair Sales Order # \_\_\_\_\_ (for internal reference only)