RETURN MATERIAL AUTHORIZATION (RMA) REQUEST FORM

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| --- | --- |
| Date: | /       / |
| Company Name: |  |
| Company Address (include country): |  |
| Contact Name: |  |
| Contact Phone No.: |  |
| Contact Email Address: |  |

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| RMA No.  (issued by Palomar) | Part No. | Serial No. | PO/Contract No. | \*Reason for Return Code | Country Item Shipped From | USML ITAR/CCL EAR No.  (issued by Palomar) | Schedule B No.  (issued by Palomar) | Country of Origin (issued by Palomar) |
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\*Reason Codes for Returns:

R - Out of Warranty Repair W - Warranty Repair

U - Upgrade/Retrofit/Modification

L- Loaner (Customer Furnished Equipment)

* All returns must have the Return Material Authorization Number (RMA No.) printed on the shipping label.
* All returns must have applicable Jurisdiction and Classification information
* Return Material Authorization Numbers are only valid for 30 days
* Any returns not meeting the above conditions will be returned to the customer without action
* When the repair has been completed and a proposal is submitted to the customer for approval, a Change Order authorizing the repair costs must be received within 30 days
* Customer is responsible for all shipping costs unless unit is determined to be in warranty period

# In addition to the above, all international returns shall include the following documentation:

* Destination Control Statement
* Customs and Border Protection (CBP) Entry Document / Number (i.e. Form CF 7501, 3461, 7512, 7523, 3311, etc.)
* International Traffic in Arms Regulations (ITAR) license – As applicable
* Temporary Import License Exemption No. – As applicable
* Export Administration Regulations (EAR) Temporary Import License Exception No.- As applicable
* Customer must provide Palomar with advance notice of shipment, the advance notice shall include Invoice #, value of shipment (USD), tracking number, total number of cartons and date of shipment
* All return documentation must have the customer’s name and address (it cannot have Palomar’s name or address as the Consignee or Ultimate Consignee).
* Import authorization for goods under ITAR/EAR jurisdictions from any foreign customer shall include one of the following statements on repair order, invoice, bill of lading and other appropriate documentation:

# Repair/Replacement under ITAR USML

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

# Upgrade and enhancement under ITAR USML

“This shipment is being imported in accordance with and under the authority of 22 CFR 123.4(a)(2)”

# Repair/Replacement under EAR ECCN

“This shipment is being imported in accordance with and under the authority of 15 CFR § 740.10 EAR Exception Servicing and Replacement of Parts and Equipment (RPL).”

* Customer shall provide attached **foreign shipper declaration**, and notify Palomar Products Inc. import broker contact information as follows:

**Christina Nakamura** Customs Brokerage **DSV Air & Sea Inc.** 2100 W 195th Street Torrance, CA 90501

+1 310 414 1516 Ext. 4630

[christina.nakamura@us.dsv.com](mailto:christina.nakamura@us.dsv.com) [www.dsv.com](http://www.dsv.com/)

Please return the completed form to [Stephen.Brugger@palomar.com,](mailto:Stephen.Brugger@palomar.com) Contract Administrator and [Yin.Cheung@palomar.com,](mailto:Yin.Cheung@palomar.com) Trade Compliance Specialist at Palomar Products, Inc.