

RETURN MATERIAL PROCEDURES

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Equipment, components, spare parts and material purchased from Aviation Recorders that are discrepant for any of the following reasons may be returned immediately provided the extended value of the parts are in excess of \$100.00 and the following return material policy is followed:

1. Over Shipments

If quantity of parts received is in excess of quantity specified on purchase order, a Return Material Authorization (RMA) number **MUST** be obtained before returning any goods.

2. Wrong Part Numbers

Receipt of parts numbered other than those identified on a customer order where Aviation Recorders has not advised the customer by purchase order acknowledgment, by email, fax, or by notification on the shipping document that the received part is a replacement for the ordered part. A Return Material Authorization (RMA) number **MUST** be obtained before returning any goods.

3. Component and Spare Parts Nonconforming to Specifications

If the extended value of the items is less than \$100.00, the items are to be scrapped instead of returned. When this occurs, notification must be sent to Aviation Recorders advising: (1) the reason for the rejection; (2) the items are less than \$100.00 in extended value and have been scrapped, and; (3) whether credit or replacement is desired. All items with an extended value greater than \$100.00 must be returned to the factory. A Return Material Authorization (RMA) number **MUST** be obtained before returning any goods. *(Any equipment not conforming to specifications must be routed to the Repair Department)*

4. Retrofit Returns

If equipment is being returned for conversions, upgrades or modifications, a return material authorization (RMA) number is required along with an "Affidavit of Condition", (Form 252) which will be provided by the Customer Service Administrator if it is required.

If you wish to return material to Aviation Recorders for reasons other than warranty returns or those specified above, please contact an Aviation Recorders Customer Sales Representative for authorization before proceeding. A Return Authorization (RMA) number will be assigned at this time. Your request should specify the relevant Return Authorization Number, purchase order number, part number, quantity and the reason you wish the part be returned.

To assist us in processing these items more efficiently, we require that all returned goods be accompanied by paperwork (Repair order or Purchase order) that clearly indicates the following:

- Reason for Return
- Bill To and Ship To Address
- Contact Name and Fax Number / Email
- Part Number and Serial Number
- Purchase Order Numbers
- Correspondence Reference Number
- Return Authorization Number (RMA)

5. Mail Copies of returned goods paperwork to:

L-3 COMMUNICATIONS CORPORATION
AVIATION RECORDERS DIVISION
P. O. Box 3041
Sarasota, FL 34230-3041
Attn: Customer Service
Tel: (941) 371-0811
Fax: (941) 377-5591

For Return Material Authorization (RMA) Numbers:

Customer Service:
Tel: (941) 371-0811 Fax: (941) 377-5591
Warranty Repairs :
Tel: (941) 377-5517 Fax: (941) 377-5585
Billable Repairs :
Tel: (941) 377-5517 Fax: (941) 377-5585

6. Return Parts under the above conditions to:

L-3 COMMUNICATIONS CORPORATION
AVIATION RECORDERS (L3AR)
102 Cattleman Road
Sarasota, FL 34232
Attn: Service Department
Tel: (941) 371-0811
Fax: (941) 377-5591

For returning ALL export shipments, the following Customs Broker **MUST be used:**

L-3 COMMUNICATIONS CORPORATION
AVIATION RECORDERS DIVISION (L3AR)
c/o A.J. Arango, Inc.
Air Cargo Building, 4700 N. Hoover Blvd.
Tampa International Airport, Tampa, FL 33614
Tel: (813) 248-8831 Fax: (813) 875-5809
Website: www.ajarango.com



RETURN MATERIAL PROCEDURES

RETURN OF ITAR/USML ITEMS SHIPPED UNDER A U.S. DEPARTMENT OF STATE DSP-5 EXPORT LICENSE

- 1. Customer MUST obtain a Return Material Authorization (RMA) number before the unit is returned for tracking purposes. The RMA number must appear on the shipping paperwork.
2. Unit(s) must be returned to L3AR with the following information on the return shipping paperwork:

Form containing fields for RMA Number, L3AR Original Order Number, Customer Purchase Order Number, Freight Forwarder/Shipper/Carrier, Item Model/Part Number, Item Serial Number, Item Description, Origin USA, and Proforma value US\$. Includes a NOTE and two alternative statements for return paperwork.

For Return Material Authorization (RMA) Numbers:
Customer Service:
Tel: (941) 371-0811 Fax: (941) 377-5591
Warranty Repairs:
Tel: (941) 377-5517 Fax: (941) 377-5585
Billable Repairs:
Tel: (941) 377-5517 Fax: (941) 377-5585

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RETURN MATERIAL PROCEDURES

RETURN OF MATERIAL UNDER WARRANTY (also covers billable repairs)

Equipment, components, spare parts and material purchased from Aviation Recorders and returned for warranty consideration must follow this return material policy:

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|---|---|
| 1. Material should be returned to the following address: | For Return Material Authorization (RMA) Numbers: |
| L-3 COMMUNICATIONS CORPORATION | <i>Customer Service:</i> |
| AVIATION RECORDERS DIVISION | Tel: (941) 371-0811 Fax: (941) 377-5591 |
| 102 Cattleman Road | <i>Warranty Repairs:</i> |
| Sarasota, FL 34232 | Tel: (941) 377-5517 Fax: (941) 377-5585 |
| ATTN: WARRANTY RETURNS | <i>Billable Repairs:</i> |
| Tel: (941) 377-5574 Fax: (941) 377-5591 | Tel: (941) 377-5517 Fax: (941) 377-5585 |

Note: A Return Material Authorization (RMA) number MUST be obtained before returning any items.

- 2. For returning ALL overseas shipments, the following customs broker MUST be used:**

L-3 COMMUNICATIONS CORPORATION, AVIATION RECORDERS DIVISION
c/o A. J. Arango, Inc.
Air Cargo Building, 4700 N. Hoover Blvd.
Tampa International Airport
Tampa, FL 33614
Tel: (813) 248-8831 Fax: (813) 875-5809 Website: www.ajarango.com

To ensure prompt handling of material returned under warranty, your return order and shipment should clearly identify the item as a warranty return, and a copy of such return order should accompany the shipment. Status of warranty in process will be provided by the Warranty Administrator.

- 3. Warranty claims and warranty return orders pertaining to components and spare parts returned should be mailed to the following address:**

L-3 COMMUNICATIONS CORPORATION
AVIATION RECORDERS DIVISION
P. O. Box 3041
Sarasota, FL 34230-3041
ATTN: Cathy Wilson, Warranty Administrator
Tel: (941) 377-5574 Fax: (941) 377-5591

NOTE: Any item returned without a return material authorization (RMA) number assigned will be held in the "Unidentified Customer Returns Holding Area" and may be subject to return at customer's expense.

RETURNED GOODS (TO STOCK)

Goods returned to stock for credit at the request of the buyer and authorized by the seller, will be subject to a restocking charge of 10% of the purchase price if notified within 30 days of the order, and 25% of the purchase price if notified after 30 days of the order.

OTHER RETURNS

Component and/or spare parts purchased from Aviation Recorders that have been on the customer's shelf for more than ten weeks from date of receipt; have been installed in a component or on an aircraft, are not covered by this return material policy. Such parts may be covered by warranty in which case they should be returned through normal warranty channels.

CANCELLATION CHARGE

Any request for order cancellation must be submitted in writing and must be approved by the pertinent Account Administrator and may incur a cancellation fee of 15%. This cancellation fee shall take into account expenses already incurred and any commitments made by Aviation Recorders.