



# Return Material Authorization Questionnaire Form

RMA # :
Fokker Elmo PO#
Fokker Elmo contact:



## Instruction:

- 1) Customer to fill in section A and return the form by e-mail to the Fokker Elmo repair representative.
- 2) Within two working days an RMA number will be issued, section B filled and returned by e-mail.
- 3) Customer can return hardware to Fokker Elmo, including this document, section C filled.
- 4) Only one item per RMA (i.e. only one P/N, one S/N, one non-conformity).
- 5) Please attach your own Non Conformity Report as well, if it is referred to in the below section.

## A) Customer and Product Information

Company Name	Date	
Phone number	E-mail	
	Other	
Part number	EASA Form 1 required?	Y N
Serial number	EASA Form 1 dual release required?	
QN/NC reference	ITAR part?	
Flight hours	Complaint?	
	Debited?	

Reason of return	Modification	Mechanical failure
	Electrical failure	Other:

Problem description/QN:

Original Purchase Order against which item was ordered:

## B) Fokker Elmo response

Advice	Hardware to be returned for repair/modification	Do not return hardware
	Hardware to be returned for further investigation	Other:

Additional information:

## C) Decision Customer:

Item (e.g. panel, wire harness) will be returned for repair	WH will not be returned
Item (e.g. panel, wire harness) will be returned for modification	Other:
Item (e.g. panel, wire harness) will be returned for investigation	

**This document shall be attached to the returned hardware.**



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## Return and Warranty Policy

This **Return and Warranty Policy** applies to Fokker Elmo products.

As all policies herein are subject to change, please check our website at [http://www.fokker.com/Elmo\\_Downloads](http://www.fokker.com/Elmo_Downloads) for the latest policy version. If you have questions about this policy, contact the appropriate customer services contact.

All periods of days set forth herein are calendar days unless otherwise stated.

### Returning Fokker Elmo products

Before you can return any product to Fokker Elmo, you must obtain a Return Material Authorization (RMA). This applies to all product returns, including warranty repair/replacements and non-warranty. Credit or refund of returns will be based on review and approval by Fokker Elmo.

To obtain an RMA, contact the appropriate Fokker Elmo customer services contact person, and have the product and the following information ready:

- Part number
- Serial number
- QN number (if applicable)
- Original PO number (if available)

Your customer services contact will provide you with an RMA number and an RMA acknowledgment form that confirms your request.

Once you have the RMA, repackage the product appropriately (see section entitled "Packaging your shipment") and attach the RMA acknowledgement form to the outside of the package. See return address below.

All products must be returned by prepaid freight within 30 days of obtaining an RMA. We reserve the right to cancel the RMA after 30 days. If you fail to return the product within the 30 days, please contact the customer services contact to get a new RMA.

We will not accept unauthorized returns or freight collection returns; we will return these to you at your expense.

After receipt, Fokker Elmo will provide finding information and possible associated costs within 21 days (or any contractually agreed term), this will remain valid for 30 days. In these 30 days a repair PO will be submitted. In case no PO was received Fokker Elmo reserves the right to return the hardware together with any associated expenses at your cost.

If a returned product contains parts that are no longer available or repairable, we will contact you to discuss a resolution and the return of the materials.

The repair department will evaluate all equipment returned for repair to determine warranty coverage and will resolve any questions that may arise during evaluation to make a final determination.

Credit or refund of returns will be based on review and approval by Fokker Elmo.

### Warranty repair/replacements

Subject to the terms of the limited warranty in effect at the time of purchase. Fokker Elmo will repair or replace a product that fails to meet the terms provided within the product's warranty period. Warranty periods vary based on product category and contractual agreement.

We will return equipment at no additional charge.

### Non-warranty repairs

Non-warranty repairs are repairs outside the warranty period. These include damages after shipment from Fokker Elmo. Buyer will be charged for incoming inspection and test for \$500.00 and for all additional repair and shipping costs for non-warranty equipment. For all non-warranty repairs, Fokker Elmo will provide a repair estimate that includes charges for parts, labor and shipping. Payment for non-warranty repair charges will be done by purchase order.

### Packaging your shipment

Protecting the value of returned products by packaging and shipping them correctly is your responsibility. We reserve the right to deny warranty coverage for any damage caused by failing to meet the following packaging requirements:

- All electronic components must be taped and/or contained in their original electrostatic protective packaging or an equivalent substitute;
- All parts must be packed securely inside the external shipping carton to prevent mechanical damage;
- All connectors must have dust caps in order to protect the contacts;
- External packaging must be sufficient to protect the contents from the usual hazards of shipping.

### Return address

Fokker Elmo B.V.  
FAO (see contact person RMA Form)  
Aviolandalaan 33  
4631 RP Hoogerheide  
The Netherlands  
Phone: +31 (0) 164 617 000