**PLEASE NOTE: Customer to complete sections A and B, and any additional information in Section E Grey area’s for Office Use Only**

# A. Contact and Correspondence details

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Contact Name:** | | | Click here to enter text. | | | |
| **Contact Telephone:** | | | Click here to enter text. | | | |
| **Company Name:** | | | Click here to enter text. | | | |
| **End customer**  **if different from above:** | | | Click here to enter text. | | | |
| **Email address for status updates on this RMA:** | | | Click here to enter text. | | | |
| **Return Address for this RMA:**  **(units will be shipped to this address)** | | | Click here to enter text. | | | |
| **Special Instructions for return of units:** | | | Click here to enter text. | | | |
| **Approved by:** | Click here to enter text. | **Approval Date:** | Click here to enter text. | **Check Form Revision:** | Click here to enter text. |

Please send all correspondence relating to this RMA to [acra-rma@curtisswright.com](mailto:acra-rma@curtisswright.com), quoting the RMA Reference above.

# B. Fault Descriptions and Steps Taken to Confirm Fault (Include support reference if applicable)

* **Please Include Full module Part numbers including the production revision number (for example KAD/BCU/101/C/02)**
* **‘Allow Serial # change’ refers to the approval of serial number change, should the part number of the module change following upgrade. This is by default YES, unless customer does not want serial number to change.**
* **‘Charge Incurred’ refers to a standard RMA investigation charge of €1000, applied per unit less than 10 years old. The charges are in Euros but the equivalent dollar value will apply for US dollar customers. The charge will be applied to all units returned for investigation, except under warranty repair. The RMA investigation charge will also cover the costs of any reasonable repair work needed, however additional costs may apply. For units 10 years and older, additional costs may be quoted on a time and material basis and repaired on best effort**

**PLEASE NOTE: For LRU units being returned, a standard RMA investigation charge of €1,000 will apply to the chassis and each module within the LRU itself.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Item** | **Part Number** | **Serial Number** | **Description of suspected fault** | **Steps Taken to Confirm the Fault** | **Allow Serial # Change?** | **Charge Incurred (EUR)** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **1** |  |  |  |  | YES | NO |
| **2** |  |  |  |  | YES | NO |
| **3** |  |  |  |  | YES | NO |
| **4** |  |  |  |  | YES | NO |
| **5** |  |  |  |  | YES | NO |
| **6** |  |  |  |  | YES | NO |
| **7** |  |  |  |  | YES | NO |
| **8** |  |  |  |  | YES | NO |
| **9** |  |  |  |  | YES | NO |
| **10** |  |  |  |  | YES | NO |

# Any additional information deemed relevant to the failure:

* **Section E can be used to provide any additional files or information.**
* **Please provide as much information as possible to expedite the approval of the RMA Request. Relevant information can be the following but not limited to;**
  + **Configuration File (xidml file) used.**
  + **Version of software used, including revision.**
  + **Any relevant log files or screenshots deemed necessary to assist in the debug of the failure.**

|  |
| --- |
|  |

**FOR OFFICE USE ONLY: Sections C & D to be completed by Acra personnel.**

**C. RMA Inspection** (All hardware shall be inspected to ensure it was received in a good condition).

|  |  |  |
| --- | --- | --- |
| **Inspection Date** | **Initials** | **Product returned under RMA has no sign of damage and was received in a good condition.** |
|  |  | Yes / No |
| ***For product that failed the initial inspection, document the non-conformity in the table below.*** | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Line Item** | **Serial Number** | **Initials** | **Non-conformance Identified** |
|  |  |  |  |
|  |  |  |  |
| ***Add as many rows as necessary.*** | | | |

**D. Fault Analysis, repair and respective RMA Charges** (All quotes subject to terms and conditions listed in Section F. Note: All prices are based on goods being received in good condition. CWC-AE reserve the right to revise the prices set out below if this is not the case or where a standard repair is quoted, and such a repair is not possible for whatever reason).

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Item** | **Serial Number** | **Date Received** | **Fault Analysis result** | **Root Cause** | **RMA Charge Type** | **Price (excl.taxes)** | **PO. Ref.** | **PO. Date** | **Return Date** | **Initials** |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1** |  |  | |  | Choose an item. | Standard Repair |  |  |  |  |  |
| **2** |  |  | |  | Choose an item. | Standard Repair |  |  |  |  |  |
| **3** |  |  | |  | Choose an item. | Standard Repair |  |  |  |  |  |
| **4** |  |  | |  | Choose an item. | Standard Repair |  |  |  |  |  |
| **5** |  |  | |  | Choose an item. | Standard Repair |  |  |  |  |  |
| **6** |  |  | |  | Choose an item. | Standard Repair |  |  |  |  |  |
| **7** |  |  | |  | Choose an item. | Standard Repair |  |  |  |  |  |
| **8** |  |  | |  | Choose an item. | Standard Repair |  |  |  |  |  |
| **9** |  |  | |  | Choose an item. | Standard Repair |  |  |  |  |  |
| **10** |  |  | |  | Choose an item. | Standard Repair |  |  |  |  |  |
| **Further Details on root cause** | | |

# E. Further Background Information

Section reserved for further background on RMA

# F. Terms and Conditions

# CW-DS Standard Terms and Conditions are available on <https://www.curtisswrightds.com/company/customer-supplier-information/>

# CW-DS ACRA business unit form QD/QS/FRM/0083 is to be used to request RMA. The RMA is not active until the RMA is approved. Once approved, a corresponding RMA number will be issued. When the RMA form is approved the customer is giving consent for the units in question to be investigated, repaired or replaced as applicable.

# CW-DS ACRA business unit will approve customer shipment of RMA only if each technical problem is reported comprehensively in the RMA form, along with the steps taken to identify the problem on the form QD/QS/FRM/0083.

# CW-DS ACRA business unit will acknowledge receipt of RMA items by sending email confirmation to the email address provided on the RMA form. All packages returned under RMA should indicate ‘For Attention Of: RMA Department’, and should also include the Approved RMA Number (i.e. RMAXXXX).

# CW-DS ACRA reserve the right to return any items received if the appropriate Approved RMA number has not been issued.

# CW-DS ACRA business unit will issue a Full Quote only when the unit has been received and inspected. CW-DS ACRA business unit reserve the right to revise the RMA quote if investigations indicate customer damage or if an out of warranty repair subsequently requires a replacement module.

# CW-DS ACRA business unit will apply the standard RMA investigation charge for RMA units where no fault is found.

# CW-DS ACRA business unit reserves the right to return RMA units waiting for repair or replacement costs for more than 6 months.

# 