# RETURN MATERIAL AUTHORIZATION (RMA) REQUEST FORM

For Curtiss-Wright Defense Solutions (CWDS)

1. Use of this form to receive authorization to return material signifies acceptance of CWDS Terms & Conditions (T&C’s) which are available for review at: <https://www.curtisswrightds.com/about-us/terms-conditions.html>. Repairs shall be completed under the terms and conditions of the original sales order.
	1. Should alternate T&C’s be applicable, please reference below in the Step 1 fields.
2. CWDS strongly encourages the use of the Fault Reporting Questionnaire (<https://www.curtisswrightds.com/support/repair-and-warranty.html>) in order to aid in understanding, replication, and investigation of the reported fault.
3. A separate RMA form shall be required for each serial number you need referenced.
4. For all repair requests, a Purchase Order (PO) number is required prior to commencing a repair.
	1. For non-warranty returns, a funded Test & Evaluation (T&E) PO is required prior to CWDS commencing repair.
	2. For warranty returns, a PO issued with $0.00 shall be required
	3. If your receiving department requires a PO number before they will accept the returned shipment, regardless of the warranty status, please provide the PO number for this return material request.
5. One Purchase Order may be used for multiple serial numbers, but CW will only assign one (1) RMA per serial number.
	1. Each repair serial number shall be on one (1) Contract Line Item Number (CLIN) per unit regardless of the warranty status.
6. Shipping instructions shall be provided with RMA number. You must reference the RMA number on the outside of the box for efficient Customs processing.
7. For Out-of-Warranty returns, Buyer shall be responsible for all shipping costs. Please provide shipping method and account number for return shipment. Lack of shipping account information will result in CWDS shipping by the method it deems most beneficial at Buyer’s expense.
8. Any request for expedited repair will be done only on a best effort basis, based on component availability, condition of the returned product and determination that the product is not beyond physical repair (BPR). Products requiring export licenses/permits are not eligible for expedited repairs.
9. Return of repaired items to the Buyer’s requested site will only occur after the PO is accepted by CWDS.
10. Dispatch of this form to CWDS represents Buyer’s full and complete acceptance of the above statements as well as the terms and conditions contained herein.
11. Once a RMA number is assigned, please ship unit(s) to: **Curtiss-Wright 28965 Avenue Penn, Santa Clarita, CA 91355, USA.** After shipment of RMA unit(s), please send digital copies of the purchase order, non-conformance report, packing slip, customs invoices and other pertinent documentation via email to CWDS.

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| **Customer to Complete**1**Please complete all mandatory fields below to obtain return material authorization.****(**🟏 = Mandatory Fields**)** |

|  |  |  |  |
| --- | --- | --- | --- |
| 🟏 **Date of Request:**  |  | 🟏 **Company:** |  |
| 🟏 **Ship To Address**  | 🟏 **Bill To Address:** |
|  |  |
| **Special Instructions/Certifications***(Any other instructions or certification requests (i.e. 8130-E) you would like to add to this order)* |  |
|  | **Name** | **Phone** | **Email Address** |
| **Requestor’s contact***(communication related to RMA will be sent to* ***BUYER*** *only)* |  |  |  |
| 🟏 **Buyer’s contact***(communication related to RMA will be sent to* ***BUYER*** *only)* |  |  |  |
| **Technical contact (if different)***(Technical communication related to RMA will be sent to this person along with Buyer)* |  |  |  |
| 🟏 **Shipping Method & Account #***(If not provided, CWDS will ship collect)* |  |
| 🟏 **Purchase Order Number***(If not available prior to issuing an RMA, please be aware that actual repair will not commence without PO. Please ensure to send to CWDS once PO# is generated to ensure your RMA is being processed)*  |  |
| **Other Terms and Conditions***(Please advise if special or mutually agreed upon terms and conditions are applicable to this order.)* |  |
| 🟏 **Internal Components Disposition**For the purpose of replacements, please advise if any circuit card assemblies (CCA), printed circuit boards (PCBs) or other internal components should be scrapped on-site or shipped back to you via bag & tag methods. | Choose an item. |
| 🟏 **Customer-Owned Stock Disposition**For the purpose of replacements, please advise if any circuit card assemblies (CCA), printed circuit boards (PCBs) or other CFM/CFE should be scrapped on-site or shipped back to you via bag & tag methods. | Choose an item. |

**Customer to Complete**

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**Please complete all mandatory fields below.**

| 🟏 **CWDS Part Number** |  |
| --- | --- |
| **Customer Part Number** |  |
| 🟏 **Serial Number** |  |
| **MFG Date Code** (if available, located on SN label) |  |
| 🟏 **Out of Box Failure?** (Did the unit fail on first use?) | Choose an item. |
| 🟏 Problem Description(Provide sufficient description to allow problem duplication. Failure to do so could result in non-repair of the unit) |  |
| **Additional Special Instructions**(if required) |  |

**CW to Complete**

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**Please complete all fields below.**

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| **To be completed by CWDS** |
| **RMA Number** |  |
| **RMA Request Received Date** |  |
| **RMA Assigned Date** |  |
| **Warranty Status** | Choose an item. |
| **Warranty Expiry Date** |  |
| **Standard Evaluation Price (if applicable)?** | **$** |
| **Repair Category** | Choose an item. |
| **Previous RMA History?** |  |
| **Date Last time in for repairs** |  |
| **Original Sales Order** |  |
| **Program Name** |  |
| **Program Manager Name**  |  |
| **RMA Created By** |  |