

Company Name: _____
 Customer PO: _____
 Contact Name: _____
 Phone Number: _____

Part Number: _____
 Quantity: _____
 Request Date: _____

Please select an option below that applies to your request for an RMA. Follow ALL steps for the selection(s) made. By submitting the RMA request, you accept the terms and conditions stated below. Send all information to your agent seller. Part will not be reviewed for RMA possibility until all paperwork has been received.

Selection	Type / Category	Mandatory Documented Information
<input type="checkbox"/>	Not As Ordered – Part received is different from what was ordered/expected	1. Forward any pertinent email communication regarding the transaction to facilitate the investigation. 2. Detailed pictures of the part, which includes but is not limited to: all electrical connectors, removal of all covers (as possible), data plate and all available angles of part.
<input type="checkbox"/>	Damaged – part was received in a damaged condition which was a possible result of shipment	Detailed pictures of the part, which includes but is not limited to: all electrical connectors, removal of all covers (as possible), data plate and all available angles of part.
<input type="checkbox"/>	Unrepairable or BER – the part received cannot be repaired by an FAA authorized repair facility	1. If the part was deemed as beyond economical repair (BER) or if the part is not able to pass FAA, EASA, CAAC, and/or manufacturer repair standards, provide the Shop Report which must include a detailed explanation as to why along with the cost associated to repair or overhaul the part. 2. Detailed pictures of the part, which includes but is not limited to: all electrical connectors, removal of all covers (as possible), data plate and all available angles of part.
	Warranty Repair – If NGA TRADE determines that there is no fault found with the part, the customer is responsible for all freight and repair shop visit costs.	1. A detailed failure report from the airline or appropriate aircraft operator quality control department must be supplied. 2. Detailed pictures of the part, which includes but is not limited to: all electrical connectors, removal of all covers (as possible), data plate and all available angles of part.
<input type="checkbox"/>	Other – If none of the above describe the reason for the RMA request	1. Forward any pertinent email communication regarding the transaction to further facilitate the investigation. 2. Provide any additional information regarding the situation for review. 3. Detailed pictures of the part, which includes but is not limited to: all electrical connectors, removal of all covers (as possible), data plate and all available angles of part.

PER NGA TRADE CUSTOMER AGREEMENT: ALL PART(S) BEING RETURNED MUST BE RECEIVED IN NGA TRADE WAREHOUSE WITHIN 14 CALENDAR DAYS OF THE RMA ISSUE DATE OR THE RMA IS SUBJECT TO CANCELLATION AT NGA TRADE'S DISCRETION. IF PART(S) ARE SHIPPED TO A LOCATION OTHER THAN THE ADDRESS SUPPLIED ON THE APPROVED NGA TRADE RMA FORM, CUSTOMER IS RESPONSIBLE FOR ALL SHIPPING FEES TO THE CORRECT LOCATION. ANY SHIPPING CHARGES INCORRECTLY BILLED TO NGA TRADE WILL BE IMMEDIATELY REIMBURSED BY CUSTOMER, ALONG WITH A 20% ADMINISTRATIVE FEE AND PAYMENT WILL BE DUE IMMEDIATELY. ALL RETURNS MUST BE PRE-APPROVED AND CANNOT BE RETURNED WITHOUT PRIOR RECEIPT OF AN RMA FROM NGA TRADE. THE CUSTOMER IS REQUIRED TO FOLLOW THE INSTRUCTIONS FOR RETURN OF THE PART(S) AS MARKED ON THE RMA. THE RMA NUMBER MUST BE REFERENCED ON ALL DOCUMENTATION PERTAINING TO THE RETURN AND MUST BE CLEARLY MARKED ON THE OUTSIDE OF THE RETURNED PACKAGE. IF THIS CONDITION IS NOT MET, THE CUSTOMER IS SUBJECT TO A \$200 ADMIN FEE. THE REQUEST FOR RETURN OF A PART(S) FOR REASONS NOT STATED ABOVE MAY BE ONLY APPROVED AT THE DISCRETION OF THE PRESIDENT OF NGA TRADE. ANY PART RETURNED TO NGA TRADE ALTERED, DAMAGED OR MISSING SUBCOMPONENTS WILL NULLIFY CUSTOMER'S REQUEST FOR RMA AND MAY TRIGGER ADDITIONAL ACTIONS UP TO AND INCLUDING REPORTING TO THE FEDERAL AVIATION ADMINISTRATION, FBI AND APPROPRIATE LOCAL, STATE AND FEDERAL OFFICIALS.