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## Customer Return Material Authorization (RMA) Policy - External

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**Date:** October 18th, 2018

### **PURPOSE**

The purpose of this document is to give notice to customers who wish to file a Return Material Authorization (RMA) claim for products sold by Unical Aviation.

### **Definition**

Acceptable Time Frame: Within 30 days of invoice date for all customers, both domestic and international, unless otherwise agreed to by both parties at the point of sale.

### **Notice**

All products sold by Unical shall be deemed accepted by the Customer unless the Customer notifies Unical within the **acceptable time frame** and provides all necessary documentation and information regarding any product shortage or other alleged defects. If the reason for the return is not due to any fault of Unical Aviation, then the return shall be subject to a 25% restocking fee. Any claims not made within the **acceptable time frame** will be rejected unless otherwise agreed upon by for consideration.

No returns shall be made for any reason without a Return Material Authorization Form issued by Unical Aviation. If the customer refuses to accept tender or delivery of any products, or returns any products without Unical Aviation's authorization, such products will be held by Unical Aviation awaiting Customer's instructions for 20 days, after which Unical Aviation may deem the products abandoned and dispose of them as it sees fit, without crediting Customer's account.

Any special cases or waivers that do not fall under the scope stated above will require discussion with and approval from Quality Assurance.

(Signature on file)

John Lee

Quality Assurance Manager