

# Return Material Authorization Form (RMA)



For Internal Office Use  
[ ] Covered by Maintenance  
[ ] Not Covered by Maintenance  
Expiration Date: \_\_\_\_\_

**EXTENDED MAINTENANCE AGREEMENTS ONLY COVER AEROCOMPUTERS MOVING MAP SYSTEMS**

**INSTRUCTIONS:** Please fill out this form completely and return to [RMA@aerocomputers.com](mailto:RMA@aerocomputers.com) or fax to (805) 984-8782. You will receive an RMA number once this request is processed and approved.

**DO NOT SEND PRODUCTS IN FOR REPAIR UNTIL YOU RECEIVE AN RMA NUMBER.**

**CUSTOMER INFORMATION AND BILLING ADDRESS:**

NAME: \_\_\_\_\_

END USER (if different than RMA applicant): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

**PRODUCT INFORMATION: (A separate RMA form must be completed for each product)**

PART NUMBER: \_\_\_\_\_

SERIAL NUMBER: \_\_\_\_\_

REQUEST UPDATES OR DESCRIPTION OF PROBLEM:      UltiChart Update(s)      Map Data Update(s)

\_\_\_\_\_  
\_\_\_\_\_

**SHIPPING ADDRESS:**

Expedited Shipping Required?  
Customer  FedEx or  UPS number: \_\_\_\_\_

NAME: \_\_\_\_\_

COMPANY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

By submitting this form, I acknowledge the following terms and authorize AeroComputers to perform work as necessary:

Products should be returned to AeroComputers in their original packaging or packaging sufficient to ensure safe shipment. Customer is responsible for all shipping costs to AeroComputers. AeroComputers is not responsible for product damage incurred in shipping.

1) Hardware Warranty: For products less than (3) three years old, all repairs/replacements completed at no charge. AeroComputers covers costs to return product to customer via FedEx Ground Service. If expedited shipping is required, customer must supply AeroComputers with a UPS or FedEx account number.

2) Software / Map Updates: Operating system and map updates are provided at no cost for the life of the system.

3) Out of Warranty Hardware Repairs: Customer will be charged for: **1) Diagnosis fee of \$595.00 2) Parts, Labor 3) Return shipping costs.** Repair quote will be provided to customer prior to commencement of any repairs. AeroComputers will return repaired/replaced products to the customer when a purchase order or payment is received.

4) Maintenance Agreement: Map systems more than (3) years old covered by a Hardware Maintenance Agreement (HMA) will be repaired at no cost with parts and labor necessary to restore the map system to proper functionality. HMA covers shipping costs to return product to customer via FedEx or UPS (2) two day air. If faster shipping is required, customer must supply AeroComputers with a UPS or FedEx account number.

Print name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_