



Enidine

# AVIATION RMA POLICY TERMS AND CONDITIONS

7/13/2010

### Terms

RMA numbers are valid for 45 days from date of issuance. ENIDINE must receive product within this time period or the RMA will expire and a new RMA will be required.

### Shipping Instructions

RMA product should be addressed to: ENIDINE, Inc.  
7 Centre Drive  
Orchard Park, NY 14127  
RMA Number \_\_\_\_\_

Please be sure to indicate RMA number on the shipping label and on the outside of the packing container(s). Improper packing, causing damage of product during transit, could void product warranty. Customer is responsible for freight charges of RMA product to and from ENIDINE. Product received without RMA number will be returned to customer without evaluation. It is the customer's responsibility to keep all original product documentation such as C of C, 8130-3 etc.

### Fees

ENIDINE will evaluate each returned unit and provide a summary form to customer. Units found defective will be replaced free of charge. An evaluation fee will be charged for all products that pass associated Acceptance Test Procedures (ATP). The fees for the products are shown below. ENIDINE requires a customer purchase order for such products, and will return all products once P.O. is received.

<u>Product Description</u>	<u>Evaluation Fee</u>
<u>GSR, Standard Rate Control, Rotary Hinge</u>	<u>\$25.00 ea</u>
<u>Economy Class Ultra Loc (UL06, UL10, UL12)</u>	<u>\$50.00 ea</u>
<u>Spectrum Products</u>	<u>\$50.00 ea</u>
<u>Executive Class Ultra Loc (UL32)</u>	<u>\$50.00 ea</u>

### Product/ Modifications

All ENIDINE "Aviation" and "Commercial" products are non repairable. Any product modification by customer voids all warranties and will not be accepted for evaluation purposes.

### Warranty Periods

All product warranties are from the date of manufacture, which is stamped as a week and year on each of the products (ex. 01-03 would be a product made the first week of 2003)

<u>Product</u>	<u>Warranty Period</u>
UL06,UL10,UL12 and UL18 UltraLOCs	7 years (84 months) for units manufactured after 1/1/01 5 years (60 months) for units manufactured before 1/1/01
UL32 and UL37 UltraLOCs	2.5 years (30 months)
Stow Bin Rate Controls,GSRs	3 years (36 months)
Specials	Contact ENIDINE

I hereby agree with these terms and conditions:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Company Name: \_\_\_\_\_

Please fax/mail completed ENIDINE's Return Material Authorization (RMA) Request Form (Form number FM0308151318) along with this signed Terms & Conditions page to ENIDINE Inc., 7 Centre Drive, Orchard Park, NY 14127 Attn: Inside Sales (Fax 716/667-1385).



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**RN MATERIAL AUTHORIZATION (RMA)**  
**REQUEST**

7/13/2010

*This completed form must be submitted along with the signed Terms and Conditions portion above.*

BUSINESS SECTOR	CUSTOMER INFORMATION	
AVIATION <input type="checkbox"/>	Date:	Customer:
	Contact:	Title:
DEFENSE <input type="checkbox"/>	Telephone:	Fax:
	Email:	Reference:
STRUCTURES <input type="checkbox"/>	Address:	

RMA DATA (MUST BE COMPLETED)					
REQUIRED INFORMATION	RETURN BATCH				
	1	2	3	4	5
PART NUMBER					
QUANTITY					
PRODUCT MFG DATE (WK-YR)					
REASON FOR RETURN					

RMA NUMBER:

DATE:

ASSIGNED BY:

DISPOSITION NOTES: