

Subject: RETURN INSTRUCTIONS

Dear Customer:

Attached are instructions for items being returned for warranty, upgrade/enhancement or for repair, replacement, overhaul, testing, calibration, etc.

Prior to returning product to Aero Fluid Products you must obtain a Return Material Authorization (RMA) thru the customer portal.

Failure to obtain an RMA in advance could result in your product being delayed, rejected/returned, and quarantined; incurring customer charges and/or other penalties due to improper importing. Any charges relating to the improper return of product shall be borne by the Sender of the product.

When products have been returned after the expiration of the warranty period, repair or replacement cost will be estimated prior to work commencing, resulting in a new purchase order. A minimum fee will be assessed for incoming Test & Evaluation for all non-warranty returns. All returns must be reviewed at our Aero Fluid Products facility before confirmation of warranty.

**Note regarding Export Control Reform:*

In April 2013, the United States government announced the first round of Export Control Reform limiting the U.S. State Department's International Traffic in Arms Regulations (ITAR) controls to critical military items and the U.S. Commerce Department's Export Administration Regulations (EAR) to include non-critical military items in addition to dual use and commercial items. The first round, effective October 15, 2013, shifts the governance of non-critical military items from the ITAR United States Munitions List (USML) category VIII – Military Aircrafts and Associated Equipment to EAR Commerce Control List under the new "600 series" classifications (e.g., 9A610.x).

Your purchased ITAR category VIII items may have different classifications or jurisdictions dependent on if they transitioned to the EAR.

Aero Fluid Product's Terms & Conditions of Sale apply to all returns.

Thank you for your business!

Customer Returns
Aero Fluid Products
313 Gillett Street
Painesville, Ohio 44077

RETURN INSTRUCTIONS

The following instructions apply to ALL items being returned to Aero Fluid Products for warranty, upgrade/enhancement, repair, replacement, overhaul, testing, calibration, etc.

1) Provide the following information when requesting the RMA

- a. Company name: _____
- b. Contact name: _____
- c. Contact phone: _____
- d. Contact email address: _____
- e. Part number: _____
- f. Serial number(s): _____
- g. Quantity: _____
- h. Purchase Order number: _____
- i. Reason for return (warranty, repair, overhaul): _____
- j. A brief description of any issues: _____

- k. For products being imported to the United States:
 - i. If applicable, the export license under which the product was originally exported: _____
 - ii. The Chapter 98 Harmonized Tariff Schedule (HTS): _____
 - iii. The Export Control Classification Number (ECCN) or United States Munitions List (USML): _____
 - iv. The declared value of your merchandise in accordance with 19 U.S.C. 1484 and 19 U.S.C. 1401a: _____

2) The following documents must be included in the return package

- a. Signed and completed Return Instructions form
- b. Purchase Order (PO) under which the product(s) will be returned
- c. RMA number must be referenced on the return PO and mailing address
- d. Any rejection report or other instructions for the products being returned
- e. For products being imported to the United States also include the following:
 - i. End Use | End User Statement
 - ii. Program/Application
 - iii. Commercial Invoice to include the following:
 - 1. Accurate description of the article being returned
 - 2. Proper declared value for the merchandise in accordance with 19 U.S.C. 1484 and 19 U.S.C. 1401a in USD
 - 3. Quantity of goods
 - 4. RMA number
 - 5. Original export license number, if applicable
 - 6. Serial number, if applicable
 - 7. Country of Origin
 - 8. Value Statement: "Value is for customs purposes only"
 - 9. Annual Electronic Export Information (EEI) Authorization
 - 10. Foreign Shipper Declaration of U.S. Goods Returned in accordance with 19 CFR 10.1(a)(1)

11. To the satisfaction of the Port Director of U.S. Customs (or a Postmaster), the importer and exporter must comply with the following procedures and include one of the following statements:
- a. For products controlled under the International Traffic in Arms Regulations (ITAR) being returned for warranty, repair, replacement (1:1), overhaul, testing, calibration, etc.
- “Return of U.S. origin goods for repair, replacement (1:1), overhaul, testing, calibration, etc. This shipment is being returned in accordance with and under ITAR authority of 22 C.F.R. 123.4(a)(1).”
- b. For products controlled under the International Traffic in Arms Regulations (ITAR) being returned to be enhanced, modified, upgraded, altered, improved, incorporated into another item, or service in any other manner that changes the basic performance or productivity of the article being returned.
- “Returned of U.S. origin goods to be enhanced, upgraded or incorporated into another item. This shipment is being returned in accordance with and under ITAR authority of 22 CFR 123.4(a)(2).”
- c. For Temporary Import of unclassified products controlled under the International Traffic in Arms Regulations (ITAR) and returned to Canada
- “This shipment is being imported in accordance with and under the authority of 22 CFR 126.5(a)”
- d. For “Dual Use Items” such as 7A994, 9A991 or EAR99 controlled under the Export Administration Regulations (EAR).
- “U.S. goods being returned for repair.”
- e. For “60 Series items” such as 9A610.x controlled under the Export Administration Regulations (EAR).
- “Return of U.S. origin goods for repair, replacement (1:1), overhaul, testing, calibration, etc. This shipment is being returned in accordance with EAR 740.10, Servicing & Replacement of Parts & Equipment: RPL”

3) Return Address

- a. Ship-To Address:

Aero Fluid Products
Attn: Repairs Department (include RMA number)
313 Gillett Street
Painesville, OH 44077

- 4) Customer and authorized agent (Freight Forwarder, Carrier) are responsible for providing copies of U.S. Customs Forms (CBP Form 3461,7512,7501,7523 or 3311) to Aero Fluid Products (the importer of record) at Service@aerofp.com.

I, _____, acknowledge the above referenced return instructions and certify to the best of my knowledge the information provided herein to be accurate. By returning product, I agree Aero Fluid Products will, at minimum charge a fee for Test & Evaluation of my product for all confirmed non-warranty returns. I further acknowledge that any failure to process a return in accordance with these instructions could result in product being delayed, rejected/returned, and quarantined; incurring customs charges and/or other penalties due to improper importing.

Signature/Title/Date