

September 10, 2021

To our Valued Customers:

In keeping with our commitment to provide our customers with the best possible service, we require that all customers obtain a **Return Material Authorization** for repairs processing, which will enable our team to effectively provide the appropriate support for all repair services by improving our incoming processing time and move our customer assets into the repair cycle quickly.

Prior to shipment of any parts to our repairs facility, all customers must obtain a Return Material Authorization (RMA) and all packages include the RMA number on shipping documents as well as affixed to the outside of the container.

- **Non-Warranty Repairs:** As part of the policy, a fully funded purchase order must be provided before the RMA is issued. Any units that are received without an RMA may be rejected/returned to sender as-is 10 days after receipt; therefore, we respectfully request that your company ensure that the proper RMA is obtained prior to shipment to our facility.
- **Warranty Returns:** Although we do not require a new purchase order for warranty returns, it is vital that an RMA be obtained prior to shipment of any articles to our facility. The RMA should be included with the shipment to prevent incoming processing delays and induction of the parts to our repairs center. The RMA will assist with the identifying the warranty coverage and appropriate contact information to ensure that the repaired item is appropriately returned.

Requests for RMAs may be submitted to our support team at customerservice@extantaerospace.com.

As always, we value our customers and are committed to ensuring that we provide the best possible experience, and we thank you for your support and cooperation with this policy.