

SHIPPING INSTRUCTIONS FOR ALL REPAIRS

Following our RMA Policy will avoid delays in processing repairs into our facility. To obtain a copy of the policy and additional instructions, customers should follow the steps below:

1. Contact our Customer Service team at CustomerService@extantaerospace.com to request a Return Material Authorization (RMA).
2. All parts must be in appropriate protective packaging and clearly marked with the provided RMA number and included on the shipping documentation.

Repairs shipping from non-U.S. locations require additional instructions as follows below.

REPAIRS SHIPPING FROM NON-U.S. LOCATIONS

To avoid delays through U.S. Customs and reduce clearance and transit time to our facility, upon receipt of the RMA, the following guidelines must be followed for units shipping internationally to the United States.

1. All parts must be in appropriate protective packaging and clearly marked with “US Goods Returned for Repair” and the RMA number on the outside carton and on all documents as follows below:
 - a. Non-military parts:
 - “**US Origin/Manufactured Goods Returned for Repair. HTS 9801.00.1012.**”
 - b. Military parts:
 - a. ITAR:
 - “**US Goods Returned for Repair under authority of 22 CFR 123.4(a)(1) HTS 9801.00.1012.**”
 - b. Non-ITAR:
 - “**US Goods Returned for repair under Exception RPL. HTS 9801.00.1012.**”
2. All shipments must include a **completed Foreign Shippers Declaration of US Goods Returned** form.
3. All shipments must include instructions for the carrier to contact the following Customs Broker:
 - a. **Airschott, Inc.**
 - Email: airimports@airschott.com
 - Telephone: +1-703-471-7444
4. Unless otherwise agreed, all shipments must be shipped Incoterms 2020 Delivered Duty Paid (**DDP**) to our facility.

Any and all questions should be directed to Customer Service at customerservice@extantaerospace.com or Trade Compliance at ExtantITC@extantaerospace.com