
RETURNED GOODS AUTHORIZATION (RGA) POLICY

DOCUMENTATION AND CHARGES

1. Curtiss-Wright ("Factory") must assign an RGA number prior to the product being returned. Acceptable methods for requesting an RGA number are email (cha_returns@curtisswright.com).
2. Products arriving at Factory without an RGA number are subject to refusal.
3. The Factory-assigned RGA number must be visible on the outside of the shipment and on any shipping documentation.
4. In order to receive an RGA number, RGA Request Form 61268, located at <http://exlar.com/return-authorization-request/>, must be completed, including the following information:
 - a. Product model number
 - b. Product serial number
 - c. Complete customer contact information including:
 - i. Shipping and billing address
 - ii. Contact Name, address, phone number, fax number, and e-mail address
 - iii. The reported problem with the product, including as much detail as possible regarding the determination of the problem.
(Examples: Drive fault codes, description of operation at time of problem occurrence.)
 - iv. Details on the perceived issue with the product must be included with the shipment to allow for effective evaluation.
 - v. Selection of desired Evaluation or Repair service level.
 - vi. A purchase order number for the amount of the desired service level.
Note: In the event of warranty repair, the purchase order will not be charged, but will be used as a reference on return shipment to insure recognition of the product upon its return to the customer
5. The shipping costs for the return of product to Factory are the responsibility of the customer.
 - a. This applies to both warranty and non-warranty returns.
6. The customer is required to properly package the product to prevent damage during shipping.
 - a. In the event of shipping damage, it is the customer's responsibility to contact the shipping company to pursue damage claims.
 - b. Additional repair charges resulting from shipping damage will be included on the invoice.
7. Evaluation and repair lead times are measured from the date of receipt of the product at Factory and are dependent upon available production capacity and, for repairs, the severity of damage and availability of required replacement parts.
8. Regardless of outcome, all units will be returned to the customer at customer's expense.
 - a. In the case of an Evaluation only, unit will be returned to the customer dismantled.
 - b. In the case of a Repair, any non-factory devices or accessory items created and added by the customer will be returned to the customer as separate items. Factory will not attempt to re-install non-factory, customer-added items.

WARRANTY EVALUATION

9. Determination of warranty status of a repair will be made based on the manufacturing date of the product, and the determination, by Factory, of the nature of the cause of the reported problem.
10. Determination of warranty status will be according to the Warranty and Limitation of Liability WLL-1 in the Curtiss-Wright Sales Policies and published at www.exlar.com.
11. Product determined by Factory to be a warranty repair will be repaired and returned to the customer via UPS Ground shipping at no cost to the customer.
12. For International Customers, Factory will ship warranty repairs or replacements via UPS Expedited Service and cover the associated shipping costs.
13. Any VAT or local country taxes are the responsibility of the customer.
14. If a different shipping method or type of service is required, the customer must provide their shipping method and account number to Factory for the shipment to be charged, or Factory will pre-pay and invoice.

NON-WARRANTY EVALUATION

15. An evaluation charge, dependent upon product family and customer's desired service level, will be applied to ALL units undergoing evaluation, regardless of evaluation outcome or whether the customer chooses to proceed with repair of the unit.
16. The amount of the evaluation fee varies by product type, size, and desired evaluation service level and will be provided at the time of the RGA request.
17. Units must be received at Factory within 5 business days of RGA issuance for domestic orders, or 15 business days for international orders, for quoted evaluation date to remain valid. If unit is not received at Factory within allotted time a new evaluation date will be provided based on available standard production capacity at time unit is received at Factory.
18. If an RGA number is assigned, but no product is received at Factory within 15 days for domestic orders, or 30 days for international orders, the RGA will be cancelled.
19. An expedite fee of \$1,500 will allow scheduling of product evaluation in next available reserved capacity time slot.

NON-WARRANTY REPAIR

20. Repair charges will be quoted at time of RGA request and will vary by product type, size and desired repair service level.
21. Evaluation date and estimated repair completion date will be provided at time of RGA request based on available standard production capacity. Upon completion of initial inspection of unit at Factory, an updated repair completion date based on required repairs will be provided.
22. Units must be received at Factory within 5 business days for domestic orders, or 15 business days for international orders, for quoted evaluation date to remain valid. If unit is not received at Factory within allotted time a new evaluation date will be provided based on available standard production capacity at time unit is received at Factory.
23. If an RGA number is assigned, but no product is received at Factory within 15 days for domestic orders, or 30 days for international orders, the RGA will be cancelled.
24. Product reconfigurations are not part of the standard repair process and must be quoted separately. Contact your local sales representative for further details.

REPAIRED PRODUCT WARRANTY

25. Repaired products carry a warranty of 90 days from the date of shipment of the repair.
26. Products repaired within the original 2 year warranty period maintain the balance of the 2 year warranty against defects in materials or workmanship according to the terms and conditions of Factory's standard warranty policy.