



1. RMA Request

1.1. All returns must be authorized by Hawk Aeromat Limited prior to returning any parts. To initiate a return, the Buyer must submit an RMA request via email or through our customer service portal, including the following information:

- A. Original Purchase Order number:**
- B. Part number(s):**
- C. Quantity of each part to be returned:**
- D. Removed from aircraft registration:**
- E. Reason for return (e.g., defective, incorrect item, etc.):**
- F. Supporting documentation (e.g., pictures, test reports, etc.)**

2. RMA Approval

2.1. Upon receiving the RMA request, Hawk Aeromat Limited will review the request and, if approved, will issue an RMA number. The RMA number must be clearly marked on all return shipping documentation and packages. Unauthorized returns or returns without an RMA number will not be accepted and will be returned to the Buyer at the Buyer's expense.

3. Return Shipping

- 3.1. The Buyer is responsible for the cost of return shipping, unless otherwise agreed upon. All parts must be returned in their original packaging or equivalent, with appropriate care taken to prevent damage during shipping.
- 3.2. Once the RMA is issued, please print the RMA form and include it with the original paperwork in the return shipment.
- 3.3. The RMA number and the original purchase order number must be clearly marked on the outside of the package.
- 3.4. Hawk Aeromat Limited recommends using a trackable shipping method. The Buyer is responsible for the product until it reaches our facility.

4. Warranty Returns

- 4.1. For parts being returned under warranty, the terms of the warranty as outlined in the original purchase agreement or the warranty section of these terms will apply.
- 4.2. The Buyer must provide detailed documentation supporting the warranty claim, including proof of defect and original installation records if applicable.

5. Packaging Requirements

- 5.1. All returned parts must be packaged in accordance with ATA300 packaging specifications to ensure they are adequately protected during shipment.
- 5.2. Improperly packaged parts may be subject to rejection.

_____ OFFICIAL USE ONLY _____

This RMA is: APPROVED // REJECTED on date of _____.