



Precision Flight Controls, Inc.

Telephone: 916-414-1310

Fax: 916-414-1320

E-mail: techsupport@flypfc.com

Return Merchandise Authorization Form

RMA No.	
Authorized By	
Date Issued	

INSTRUCTIONS: Please complete the form below to obtain a Return Merchandise Authorization Number (RMA). Please note this form is used only for Precision Flight Controls Product(s) and that an RMA number is required to return any product(s) for repair or return / restocking. Once the RMA number has been processed, we will email or fax the RMA number to you with shipping instructions. To obtain an RMA number you may also visit us on the web at www.flypfc.com to complete an RMA Request Form. If you experience any difficulties in submitting this form on line or via email, you may also print and fax it back to us 916-414-1320.

Company Name:	Contact Name:		
Address:	City:	State:	Zip Code:
Work Phone:	Home Phone:		
Fax Number:	Email Address:		

Please provide the following Shipping and Contact information:

****Billing information is required if you choose Advance Replacement. ****

Bill To:	Contact Name:		
Address:	City:	State:	Zip Code:

Please provide the following product information:

Product Model	Serial Number	QTY	Problem Description

Type of credit Card:	Cardholder Name:	
Card Number:	Expiration Date:	Security Code:

CUSTOMERS OUTSIDE OF THE U.S. ONLY: Precision Flight Controls is not responsible for any custom, duties or taxes levied by your government on the products shipment to or its return from the repair center. All payment transactions will be in U.S. dollars only.

WHEN CONSIGNING PRODUCT TO PRECISION FLIGHT CONTROLS, THE CUSTOMER AGREES TO THE FOLLOWING CONDITIONS:

1. **REPAIR WARRANTY:** All warranties are void if Precision Flight Controls finds that product(s) is abused, physically damaged or altered in any way without prior written notice and authorization.

2. **OUT OF WARRANTY PRODUCT: Out of Warranty products are repaired only with the customer's prior approval and payment information.** For Out-of-Warranty repair charges, please contact the Repair Center at 916-414-1310 Ext. 34.
3. **PACKAGING:** Please clearly mark the RMA No. on the outside of the packaging. Damage or loss of goods during shipment is the sole responsibility of the customer. Products must be returned in their original carton or in packaging of equal or greater quality. Appropriate care must be taken to protect the product(s) from damage or the warranty will be voided. Do not use "popcorn" or paper as filler as they do not sufficiently protect the drive. Precision Flight Controls is not liable for any accessories shipped (e.g. connectors, cables, media, software, CD(s), manual, etc.).
4. **RMA NUMBER:** An RMA number is required for all returns of any kind. Any product returned without a valid RMA number and paperwork or no RMA number will be refused and returned to the sender. RMA numbers are only valid for 45 days from the date they are issued.
5. **PRODUCT: Ship only the product specified on the original RMA request,** do not include any additional item(s). Additional item(s) will require a new / separate RMA number.
6. **SHIPPING COST:** The Customer is responsible for the cost of shipment to Precision Flight Controls, Inc. When repair work has been completed, the customer will be contacted in order to prepare for return freight arrangements.
7. **SHIP TO:** **Precision Flight Controls, Inc.**
 10555 Norden Avenue
 Mather, CA 95655
 ATTN: RMA Dept.