

Product return to U.S.A. for warranty-repair of State Department-Controlled Articles (ITAR) instructions

Preface: Port of Directors of U.S. Customs and Border Protection shall permit the temporary import (and subsequent export) without a license, for a period of up to 4 years, of unclassified U.S. origin defense items for servicing, inspection, testing, calibration, repair, overhaul, reconditioning, or one-to-one replacement of defective items.

Process requirements

1. When returning warranty-repair articles to Endevco Corporation from outside the U.S.A., the following process must be completed:

- Customer must first request RMA authorization and instructions to the Customer Service RMA Representative (CSR) when returning Endevco ITAR goods for servicing, inspection, testing, calibration, repair or one-to-one replacement of defective items to Endevco Corporation.
- Customer receives a Return Material Authorization (RMA) Form to fill out and returns it to the CSR.
- CSR and Export Compliance will review the information and will approve or deny the RMA request. When approved, Customer issues an order to Endevco and CSR will assign an RMA number and provide shipping instructions.
- Customer must notify Endevco Corporation Customer Service RMA Representative by phone, fax or by e-mail with the following information relating to the items being returned:

NOTE: Customer MUST use UPS Worldwide Services to handle the shipment. Freight charges will be paid by Endevco Corporation.

- › Invoice number and value of the shipment
- › Tracking number
- › Total number of cartons
- › Date of shipment
- › RMA number

Note: Customer must be made aware that in the event the returned component was classified ITAR subsequent to original shipment date, a new license will be required to return the product.

2. Documents required for U.S. Customs

- Commercial invoice/packing list
 - › One (1) original and three (3) copies
 - › Must accurately describe the articles being returned
 - › State full (100%) invoice value of original shipment in US dollars
 - › State quantity of goods
 - › RMA number
 - › Original Export License number
 - › Serial number of component; if applicable
 - › Ship to /sold to party: Endevco Corporation

5. Preventable measures

To prevent possible theft or diversion of product, when returning for warranty-repair, always identify items as instructed via the Return Material Authorization Instructions as issued by the Endevco Corporation Trade Compliance Export department. Do not identify the returned items as military, medical, industrial components or any other identification method other than; example "accelerometer, transducer, etc."

6. Return to Customer of State Department controlled items

Once the package arrives at Endevco, if it hasn't been cleared US Customs under the Temporary Import License exemption, Endevco has only 10 days to rectify the entry with US Customs. In order to re-export the repaired component back to the customer using this exemption, we need to have a copy of the US Customs Form 7501 showing the entry under ITAR exemption.