



Instructions for Return Materials Authorization (RMA) Procedure:

Parts returning from U.S. locations:

1. Call or e-mail to SDI 925-979-4513 or awarren@systron.com for an RMA number.
2. Complete form and return to awarren@systron.com
3. SDI will complete their portion and return the form to the customer with the RMA number.
4. The RMA number must be clearly visible on the outside of the boxes.
5. Failure to adhere to this new procedure will result in the return of the product without action.

Parts returning from non-U.S. locations:

To ensure that parts being returned to SDI for warranty consideration or repair in accordance with the State Department, International Traffic in Arms Regulations (ITAR) and Department of Commerce, Export Administration Regulations (EAR) the following procedure has been implemented.

1. Parts returning from non-U.S. locations **MUST** enter the U.S. through U.S. Customs and require specific information on the documentation to be imported in accordance with the above regulatory authorities.
2. Marking: Packages must be marked with the RMA number in 2" lettering on outside of boxes.
3. If these returning parts were originally exported under an ITAR or EAR export license all return shipment documents (ie. waybill, packing list, invoice, purchase order, etc...) must contain the information provided by SDI on the Return Materials Authorization form in the bottom section, such as:
 - ITAR parts
 - a. USML category
 - b. Export License number
 - c. Export License exemption – Annotate the applicable U.S. Customs and Border Protection document to read: "This shipment is being imported in accordance with and under the authority of 22 CFR 123.4(a) (identify subsections)," and include, on the invoice or other appropriate documentations, a complete list and description of the defense article(s) being imported, including quantity and U.S. dollar value.
 - EAR parts
 - a. Export Control Classification Number (ECCN)
 - b. Export License number
 - c. Export license exemption
 - Harmonized Tariff Schedule (HTS) number
 - Harmonized Tariff Schedule (HTS) number for U.S. Goods Returned
4. Routing Information
 - ITAR Licensed Parts:
 - a. Product shipped under an ITAR License must be returned by an approved carrier. License Provisos will be reviewed by SDI and the correct Carrier name and address will be provided on the Return Materials Authorization form. Air Sea Forwarders is SDI's Custom Broker for returned parts and contact information will be provided on the form.
 - b. Air Sea Attn: Ned Hipolito Tel: 1- 650-877-4400 sfolhip@airseainc.com
 - c. Air Sea Attn: Christopher Vicencio Tel: 1-650-877-4400 sfocvic@airseainc.com
 - Non-Licensed Parts:
 - a. Product that did not require an export license may be returned by your carrier of choice; however Expeditors must be identified as the Customs Broker for the clearance of a part returning to SDI.

IMPORTANT:

Implementation is January 5, 2009, and as of that date, returns must be clearly marked on the outside (2" lettering) with the RMA number and all shipping documents must contain the product information required for U.S. Customs reporting.

If you have any questions please do not hesitate to contact us at: 925-979-4513