Return Authorization Policy (RMA)

Subject: Important Update: Return Material Authorization (RMA) Policy

Dear Valued Customer,

We want to inform you of an important update regarding our policy for processing non-repairable, out-of-warranty items.

Please note the following:

- As of May 1, 2006, our Return Material Authorization (RMA) policy has been in effect. Despite this, we continue to receive returns of old, out-of-service antennas without an RMA number.

Effective immediately:
ALL antennas returned to our facility **must have an authorized RMA number** issued by a Sensor Systems Repair Customer Service Representative. Any returns without an RMA number will be sent back to the sender at the sender's expense.

If you believe your antenna is still under warranty and qualifies for replacement due to electrical failure, please reach out to our Repair Customer Service team for an RMA number. In such cases, the replacement will be provided at no cost to you.

To request an RMA number, please email our Repair Customer Service Representatives at **warranty@sensorantennas.com**, and include the following information for a prompt response:

- Part Number
- Serial Number
- Reason for return (Rejection details)
- Aircraft information

Please ensure your records are updated accordingly. Should you have any questions or need further clarification, don’t hesitate to contact us at any time.

Thank you for your attention to this matter.

Sincerely,

Sensor Systems® Inc.

REV. 01/2025