

# UNMANNED SYSTEMS OF AMERICA, LLC

## RETURN / REPAIR REQUEST FORM

RMA Number (to be assigned by Unmanned Systems of America): **[RMA-#####]**

Please complete all applicable fields and email this form to **info@unmannedusa.com**

Ship nothing until an RMA number and shipping instructions are issued.

### A. Customer Information

Company: \_\_\_\_\_

Contact Name & Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Shipping Address (if different): \_\_\_\_\_

### B. Product Information

Model / Configuration: \_\_\_\_\_

Serial Number(s): \_\_\_\_\_

Firmware / Software Version (if known): \_\_\_\_\_

Original Order # / PO #: \_\_\_\_\_

Date of Purchase: \_\_\_ / \_\_\_ / \_\_\_ Seller/Reseller: \_\_\_

### C. Issue Description

Describe the issue, error messages, and when it occurs:

\_\_\_\_\_

Steps to reproduce / What changed recently:

\_\_\_\_\_

### D. Incident Details (if applicable)

Crash/Collision  Water/Sand Ingress  Hard Landing  Unknown  Other:

\_\_\_\_\_

Date/Time of Incident: \_\_\_ / \_\_\_ / \_\_\_ Location/Conditions: \_\_\_\_\_

Payload installed (make/model/weight): \_\_\_\_\_

Wind/Temperature/Altitude at time of issue: \_\_\_\_\_

### E. Batteries & Accessories Included in Return

No batteries included  Batteries included (qty \_\_, cycles approx \_\_)

Accessories:  Props  Charger  Cables  Gimbal  Payload  Case  Other: \_\_\_\_\_

### F. Attachments

Please attach:  Photos  Short video  Flight logs  Error screenshots  Prior emails/tickets

Cloud links (if any): \_\_\_\_\_

### G. Service Type Requested

Warranty evaluation  Out-of-warranty repair (quote first)  Inspection only

### H. Shipping Acknowledgments

I will package the product securely; Unmanned Systems of America is not responsible for transit damage due to inadequate packing.

If shipping batteries, I will comply with applicable dangerous goods/transport rules and carrier requirements.

### I. Statement & Signature

I certify the information provided is accurate and that I have read and agree to Unmanned System of America's RMA Policy and the Purchase Agreement. I acknowledge that non-warranty issues may be billable and that evaluation fees and return shipping may apply if no fault is found.

Authorized Signer: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_

Name (print): \_\_\_\_\_ Title: \_\_\_\_\_