

UNMANNED SYSTEMS OF AMERICA, LLC

RETURN MERCHANDISE AUTHORIZATION (RMA) POLICY

1. Purpose & Scope

This RMA Policy defines the required steps for returning Unmanned System of America's hardware for warranty evaluation, repair, or out-of-warranty service. It applies to all UAS airframes, batteries, payload mounts, electronics, and accessories sold by Unmanned Systems of America, LLC ("USA").

2. RMA Requirement

All returns require a valid RMA number issued by USA before shipment. Unauthorized returns may be refused or returned at Buyer's expense.

3. Eligibility & Coverage

- Warranty Evaluation: Products within the stated warranty.
- Out-of-Warranty Service: Subject to inspection and a repair quotation. Buyer approval and payment required before work proceeds.
- Exclusions: Damage due to crash, collision, misuse, improper maintenance, non-approved payloads, modifications, water/sand ingress, or regulatory non-compliance.

4. How to Obtain an RMA

4.1 Submit a Return/Repair Request Form (see separate document) to:

info@unmannedusa.com

4.2 USA may request logs, photos, or short video for triage. Many issues can be resolved without returning hardware.

4.3 If a return is appropriate, USA will issue an RMA number and shipping instructions. The RMA number must appear on the outer carton and paperwork.

5. Packaging & Shipping Instructions

- Remove propellers and loose accessories unless requested. Protect gimbal/sensors per instructions.
- Use the original case/foam or equivalent protective packaging. USA is not responsible for transit damage due to inadequate packing.
- Batteries: Ship in compliance with all applicable dangerous goods/transport regulations. Use terminal covers and individual protection. Declare per carrier requirements.
- Include a printed copy of the RMA document inside the box.
- Ship prepaid and insured to the address provided by USA unless otherwise authorized in writing.

6. Receipt, Inspection & Diagnostic

6.1 USA records the condition upon receipt (photos/video) and verifies contents against the RMA.

6.2 USA performs diagnostic testing and reviews flight logs if supplied.

6.3 If no defect is found or the issue is outside warranty, USA will provide a repair quote or a return-without-repair option.

7. Warranty Remedy & Out-of-Warranty Repairs

- **Warranty:** USA will, at its option, repair or replace defective items and return via ground shipping. Title to replaced parts transfers to USA.
- **Out-of-Warranty:** USA provides a written estimate (parts, labor, round-trip shipping). Work proceeds after Buyer's written approval and payment of any requested deposit.

8. Turnaround Time Targets

Typical evaluation begins within 1–7 business days after receipt. Repair times depend on parts availability and workload. Target dates are estimates, not guarantees.

9. Fees & Charges

- **Evaluation Fee:** May apply for out-of-warranty items or "no fault found" cases.
- **Return Shipping:** Buyer pays return shipping and insurance unless otherwise stated. Warranty returns may be shipped ground at USA's expense within the U.S. at USA's discretion.
- **Storage:** Returns left unclaimed or unpaid beyond 30 days after estimate may incur storage fees and may be deemed abandoned after notice, subject to lawful disposal.

10. Advanced Replacement; Loaners

Advanced replacements or loaners are not standard. If available, they require a separate agreement, security deposit, and proof of insurance.

11. Data & Confidentiality

USA may request flight logs and configuration files for diagnostic purposes. Buyer is responsible for backing up data prior to shipment. USA treats customer data as confidential and uses it only for evaluation, repair, and quality purposes.

12. Non-Compliance with Policy

Returns without an RMA, improperly packaged items, or items containing undeclared hazardous materials may be refused, returned freight-collect, or require re-packaging at Buyer's expense.

13. Contact

Unmanned Systems of America, LLC

RMA Support: info@unmannedusa.com | +1 (505) 414-0831

Ship-To (when authorized):

Unmanned Systems of America, LLC
Address provided when RMA received.