



# RMA Form

## Customer Information

Name

Kit Serial #

Address

## Order Information

Web/Sales Order # Order

Date

Last 4 of Credit Card Used

RMA #

Quantity	Stock Code	Unit Price	Total
If you have more items, please complete an additional form.		Subtotal	
		Restocking Fee %	
		Total	

Action you would like us to take (check one):

Exchange

Refund Credit Card

Apply Credit to my Van's Account

Other: \_\_\_\_\_

Customer, please complete the following steps-

- ☐ Email a completed copy of this form to [Returns@vansaircraft.com](mailto>Returns@vansaircraft.com)
- ☐ Include a printed copy of this form inside the return package.
- ☐ Clearly write the RMA # on the outside of the return package.
- ☐ Review the full return policy on the following page.

## Merchandise Return Policy

### Return Authorization Required

You must obtain a return authorization before returning any items.

Send an email to [returns@vansaircraft.com](mailto:returns@vansaircraft.com) to request authorization. Items returned without prior authorization will not be refunded or credited and will only be returned if the original sender pays the return shipping. Otherwise, the unauthorized items will be discarded without compensation.

### Return Eligibility

- Returns are accepted from the original purchaser only.
- Any item returned must be a product Van's Aircraft currently sells.
- No return of parts that were shipped as part of an RV kit.
- No returns on construction documents, books, CD or DVD's.
- No returns or refunds will be allowed on opened software.
- No returns on special orders or custom-manufactured components.
- Items may be returned within 30 days of receipt by the original purchaser only.
- A 25% restocking fee will be charged to cover return costs unless Van's determines that the circumstances dictate otherwise.
- Return of any RV-12 component (other than for replacement) will render the aircraft ineligible for E-LSA licensing.
- No COD returns will be accepted.

### Condition of Return Items

- Returns must be in resaleable condition, packed in the original manufacturers' box, complete with documentation/instructions, and with all associated components.
- Any damage incurred during return shipment is the responsibility of the customer.

### Exchange Options

There are two options for exchanging goods.

1. You may purchase the replacement parts to be shipped immediately. When you receive the replacements, reuse the box for your return shipment. Once we receive and your returned parts, we will process the refund or credit as appropriate.
2. You may ship us the parts you are exchanging. Once we have received and inspected your returned parts, we will authorize the shipment of replacements.