



Miltope Corporation

3800 Richardson Road South
Hope Hull, Alabama 36043, USA

www.mymiltope.com

Cage Code: 54418

 **ST Engineering**
North America

Return Material Authorization Policy & Requirements

Document#: POL PS-001 A

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1. RMA Authorization Process

All returns must be pre-approved by Miltope Product Support and accompanied by an official Return Material Authorization (RMA) number. To request an RMA, please contact:

- Phone: (800) Miltope (645-8673), (334) 613-6328, or (334) 613-6415
- Email: custserv@miltope.com
- Web: <https://mymiltope.com/support/request-for-rma/>

Units received without a valid RMA will be returned to the sender, potentially delaying resolution and complicating support.

2. In-Warranty Units

Products confirmed to be within warranty coverage are eligible for standard diagnostic and repair services at no cost to the customer, provided:

- Warranty eligibility is verified via serial number and shipment records.
- The failure is covered under Miltope's warranty terms (excluding damage, misuse, or other excluded conditions).
- No test, teardown, & evaluation (TT&E)/assessment fees or product repair charges apply unless damage falls outside warranty scope, or items warranty has been voided due to improper use and/or shipping/packaging RMA item back to Miltope (in which case quotes will be issued).

3. Out-of-Warranty Units

For units outside the warranty period or excluded by warranty terms or warranty voided, Miltope requires:

- A nonrefundable evaluation/assessment fee to be authorized by customer purchase order prior to inspection.
- Fee includes Miltope's standard **Test, Teardown, and Evaluation (TT&E)**.
- Fee does **not** cover corrective actions (investigation, work, data, documentation) or material replacement, or shipping/export costs
 - **TT&E Fee:** \$1,300.⁰⁰ per unit

Upon completion of TT&E, Miltope will issue a formal repair quotation if restoration is believed possible.

Repair Authorization

If repair is believed feasible and the customer elects to proceed:

- A new purchase order is required to authorize repairs.
- TT&E fee (out-of-warranty only) is **not** credited toward repair costs.

- Repairs and Repair Orders are:
 - Non-cancellable and non-refundable once initiated.
 - Subject to component availability (especially for EOL hardware).
 - Covered by a 120-day limited warranty for workmanship only.
 - Does **not** cover corrective actions (investigation, work, data, documentation) as that would need to be quoted and purchased separately if specifically requested.

4. Packaging and Labeling Requirements for all RMAs being returned to Miltope (Inbound to Miltope)

All units being returned to Miltope must include:

- Miltope RMA number.
- Model / part number and serial number clearly listed with the unit.
- RMA number visibly labeled on the **outside** of the shipping container.

Note: For RMA repairs not covered under warranty, the purchase order shall be required to also include Miltope's RMA number(s), model/part number and serial number(s), along with referencing the Miltope quote(s). Provide PDF copy of the order via email and before shipping item(s) to Miltope.

Packaging of RMAs being returned to Miltope (inbound to Miltope) must meet the following standards:

- Use ESD protective bags, ESD foam, and fitted internal containers etc.
- Ship in a compliant case or box.
- All packaging/shipping shall be per ASTM D3951 and ATA300, or superior per approved AS9100 compliant procedures/processes.

Failure to meet shipping guidelines may result in:

- Rejection or cancellation of the RMA.
- Loss of warranty coverage (if applicable).
- Forfeiture of TT&E fees.

Example of Label Shown Below:

Miltope Corporation
Attn: RMA / Product Support, (RMA # goes here, RMA-#####)
3800 Richardson Road South
Hope Hull, Alabama 36043, USA