



Aviation

Returned Material Policy

Rosen Sunvisor Systems, LLC only accepts return material for warranty, or credit return consideration, with a **Returned Materials Authorization (RMA)** number assigned to the transaction. The **RMA** number allows us to efficiently track and process your claim.

Prior to shipping any return item(s) to our facility please take the following steps to ensure that your return shipment is handled accurately.

Material returned to Rosen may be subject to a 15% restock fee.

1. Call **(541) 747-0034** or fax **(541) 344-2498** your request for a RMA number.

Please have the following information available at the time of your call...

- Your original purchase order number.
- The part number of the item you are returning.
- The quantity of pieces you are returning.
- A complete description of the defect or malfunction.
- Contact name, phone and fax number of the person at your facility who is requesting the warranty.

2. Print the RMA number on all documentation included with your return shipment
3. Write the RMA number in bold letters on the outside of the return shipping box.
4. Ship your return to

Rosen Sunvisor Systems
4884 Franklin Blvd.
Eugene, OR 97403

For Bombardier Aerospace proprietary Monorail assemblies and sub-assemblies

Warranty/ Returned Material Policy

Current warranty policy regarding Bombardier monorail assemblies and sub-assemblies are deemed non-economical to remanufacture. Warranty claims for part(s) in this category are replaced at no charge.

How does the operator process a RJ warranty claim?

1. Contact Rosen Sunvisor Systems RMA coordinator; request a return authorization material number.
2. [Instruct] Customer will issue a warranty claim/purchase order to Bombardier warranty.
3. [Instruct] Customer will ship the item to Rosen for evaluation.
4. Rosen performs intake and evaluation of item(s).

If under Warranty:

1. Rosen contacts, via email, Bombardier Supplier Liaison. Submits warranty evaluation and request to supply customer replacement.
2. Operator is notified of warranty evaluation status by Rosen. The operator is advised that Bombardier will ship the warranty replacement direct.
3. Item is destroyed at Rosen Sunvisor facility.
4. RMA is closed.
5. Bombardier ships no charge replacement to operator.
6. Bombardier issues a MRA. The MRA will reference Rosen's RMA number. If the RMA number is not referenced Rosen will not be able to send Bombardier a replacement component. The replacement item will be our latest revision as long as the item is interchangeable with the superseded part numbers.

If not under Warranty:

1. Rosen submits warranty evaluation to the customer. Customer has the option to scrap or purchase replacement direct from Bombardier.
 2. Item is destroyed at Rosen Sunvisor facility.
 3. RMA is closed.
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