



AAR®

UNISON

Return Authorization Guidelines

An advance Return Authorization Number for all repairs/warranty requests must be obtained. Please forward those requests via email to UNISON@aacorp.com or your appropriate sales person. Be sure to provide the following details:

- Part Number(s)
- Serial Number(s)
- Original Acquisition Date
- Vendor unit purchased from (if not AAR)
- Installation/Removal Data
 - Date of Installation
 - Date of Removal
 - TSN/CSN during this period
- Failure Analysis/Reason for Removal

If this is your first time dealing with AAR, an active account must be established for you. Please provide us with the following details:

- Bill to address
- Ship to address
- Preferred Shipping Carrier(s) with appropriate account numbers
- Accounts Payable point of contact
- Email address for invoices to be sent
- Tax Resale Certificates (if shipping Domestically within the USA)
- Credit References/Financial Statements for Net 30 consideration
- Completed [Export Compliance Certificate](#)

We will revert with the RMA and shipping instructions accordingly.

****For foreign customer's importing to our US location ****

Please note the shipping / Inco-Terms relating to this shipment are to be "DDP" which includes all charges door to door for this shipment – including customs clearance with AAR's broker. This is duties, delivery taxes, shipping, etc. paid at the customer's expense. US Customs requires a COMMERCIAL INVOICE for all shipments. Indicate **"RETURN OF REJECTED/DEFECTIVE MATERIAL PREVIOUSLY EXPORTED FROM THE USA."** (This provides exemption from duties/taxes.) Provide the Tariff and ECCN. Please ensure you properly package all shipments. HazMat must be labeled properly, with the appropriate Dangerous Goods Declaration provided. All applicable Regulatory Licensing Requirements must be complied with.

When necessary, please indicate to notify AAR's Customs Agent for clearance:

Kuehne & Nagel – ORD Imports
1001 Busse Road
Elk Grove Village, Illinois 60007
USA
847-228-5800

Brian Ellen
847-545-4268
Brian.Ellen@kuehne-nagel.com

Mikal Bittick
847-290-6349
Mikal.Bittick@Kuehne-Nagel.com

Contact AllenCustomerService@aacorp.com with any questions.