

This procedure is solely for ELCAN Specter® Branded Products.

For all other inquiries, please complete Page 2 (RMA) and return to info@ELCAN.com

MILITARY CUSTOMERS ONLY

Tony Brinovec
Program Manager

Phone: +705.526.5401 x508
[Email](#)

NON-MILITARY CUSTOMERS

Please ensure you read the instructions carefully in order to avoid loss or delay.

If return of product to the manufacturer is necessary:

1. [Return Material Authorization Form](#) must be completed and returned:

Attention:
Tony Brinovec

Fax: +705.528.7124
[Email](#)

2. Once confirmed by the company, a RMA# will be issued.
3. This RMA# MUST be included in all correspondence and all shipping material.
4. DO NOT ship prior to receiving this RMA#.
5. DO NOT include:
 - o Firearms
 - o Non-ELCAN products or personal property;
 - o Any other returns or repairs.
6. We highly recommend that your shipments are properly packaged and fully insured using a recognized courier (FedEx or UPS are recommended) for tracking purposes. Raytheon ELCAN Optical Technologies is not responsible for any damage, delay or loss of products which occurs during shipping.
7. Shipper is responsible to ensure that all shipments comply will all applicable export regulations. Raytheon ELCAN Optical Technologies accepts no liability for non-compliant shipments and may be unable to return the products if proper shipping procedures are not followed.
8. Ensure the following is marked clearly on the OUTSIDE of the package:
 - o Name
 - o Contact Information
 - o RMA#

All requests for Service/Information must be sent to:

Tony Brinovec
Program Manager

Phone: +705.526.5401 x508
Fax: +705.528.7124
[Email](#)

For areas not addressed below, please email info@elcan.com.

Return Application

Please complete and return to Raytheon ELCAN Optical Technologies (ELCAN). Upon receipt of the completed application, ELCAN will provide an RMA (Return Material Authorization) # for the return of the good(s). Please attach additional details / comments applicable to this repair.

Contact Information:

Company:	
Contact Name:	Phone:
E-mail:	Fax:
Billing Address:	Delivery Address:

Return Information: (attach additional pages as required)

Part No. / Description	Serial # (If applicable)	QTY	Reason for Return	Value for Customs

Returnee's Purchase Order Number: (if known) _____

- 1) **COMPULSORY:** Have any of the units been modified or fielded since leaving ELCAN?
 (Parts have not been altered OR parts have been added / substituted / removed)
Modified ___NO OR ___YES; Fielded ___NO OR ___YES; Provide details if either Yes is answered.
COMPULSORY: This return (product, technical data) is being exported into Canada in accordance with and under the authority of: (indicate appropriate license, exemption or exception) _____.
 The Returnee, as the shipper, is responsible for complying with all applicable export regulations. By providing the information requested above, it shall ensure a fully compliant return to you as our customer.
- 2) The Returnee confirms that ELCAN's Standard Terms and Conditions apply to this return order. Furthermore, a return evaluation fee will apply should the return be unjustified (i.e. could not duplicate fault) or the return of the item is beyond economical repair or rework and/or is to be scrapped on direction from the customer.
- 3) Any non-warranty parts that are at ELCAN's facility longer than 60 days after quotation and without receipt of repair funding will be deemed beyond economical repair. The part(s) will be returned "as-is" to the Returnee and a return evaluation fee will apply.
- 4) When applicable, the Returnee shall provide Environmental, Safety and Occupational Health (ESOH) hazard data. Applicable circumstances are a "modified" system that changes electrical/optical paths, toxic chemicals, hazardous materials, &/or ozone depleting substances. As a minimum, provide:
 - a) all identified ESOH hazards and label as such,
 - b) probability & severity of the hazards, &
 - c) proposed or accomplished fixes & procedures to mitigate the risk.

Print Name: _____

Date: _____

Signature: _____