



## NEWS YOU CAN USE

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To: Textron Aviation Authorized Service Facilities & Customers

Subject: Requirement for International Part Returns

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Please note below the requirements for the return of Warranty/Program/Core and ARG parts. We believe such information to be extremely beneficial to anyone in your organization who might have limited experience with customs requirements, and could also serve as a review of requirements for those with more extensive experience.

One each of the following three (3) documents should accompany each individual shipment of parts returned to Textron Aviation for Warranty/Program/Core and ARG parts:

- BILL OF LADING.
- Copy of the claim Return Material Approval (RMA)
- PROFORMA INVOICE:
  - Itemize a listing of the following:
    - Quantity
    - Part number and name
    - Monetary value of each item. Each item must have an individual value as well as extended value, i.e. two each at \$200.00 each = \$400 USD. The type of currency used must be noted.
    - Country of origin (manufacture)
    - Shipper's name and address, and consignee's name and address. The invoice must be signed by a company official, be legible and in English.

Please note that all returns to Textron Aviation must be sent with a carrier that will complete full delivery to the correct address in Wichita, KS. Airlines, such as American Airlines or United, are not valid shipping carriers and will not facilitate final delivery to Textron Aviation. Shipments sent with airlines or non-traditional carriers are typically held at a non-Textron Aviation facility and can incur storage and additional shipping fees.

Textron Aviation does not have the ability to pick-up shipments from airports or other locations, and must enlist a third-party carrier to complete delivery. If a shipment is not fully delivered to Textron Aviation in Wichita, KS, any storage & shipping fees will be billed back to the customer's account.

**For expedited customs clearance, Textron Aviation recommends all returns be shipped via FedEx "Broker Select" and designate Textron Aviation's broker: FH Kaysing, 1950 S. Florence St., Wichita, KS 67209, ph. +1.316.721.8980.**

If another shipping carrier is used (UPS or DHL), the customer still needs to provide the carrier with Textron Aviation's broker information for customs clearance into the US.

**For every return, please email the tracking number (Bill of Lading) and shipping invoice to [Textron@fhkaysing.com](mailto:Textron@fhkaysing.com) and [itcimport@txtav.com](mailto:itcimport@txtav.com) to request customs clearance.**

**Important note:** A copy of each shipping document and proper claim identification paperwork must be attached to each part inside each box. Please help us speed the credit process by clearly marking each part.

If you have questions, please contact your claims administrator for assistance or email us at [warranty@txtav.com](mailto:warranty@txtav.com) or by phone at 1.316.517.6011.