



nv/sa

Advanced Aerospace Designs

Dear Customer,

Thank you for contacting us concerning the return of your Vigil.

To assure a correct processing of your unit(s), please visit www.vigil.aero/rma and complete the online RMA form.

- RMA Address: Choose for all countries, "AAD Belgium". For USA, Canada or South America, choose "Vigil America".
- RMA Reason: Choose the reason of your return per given serial N°.
- Device Info: You can add up to a maximum of 10 Units per RMA form.
- Invoice Address: This doesn't necessary mean you will be invoiced. We always need to include a pro-forma to a shipping.
- Customer Shipping Address: The address you like your unit to be returned. If this is the same address as the Invoice Address, you can simply click on the "Copy to Shipping" button in the Invoice Address field.
- If you have any additional comments or requests, please describe in the "Your comments" field.

After completing this online form, click on the "Request RMA" button to send this form. After a few seconds, you will see a confirmation screen, and receive an e-mail (to the mail mentioned in your "Invoice Address") with a .pdf document containing further information and important instructions how to return your unit(s).

Please include a copy of the filled in RMA form .pdf document with the item you send to us, and use the RMA nr in any correspondence.

If you don't receive this e-mail, please contact rma@vigil.aero (for A.A.D. nv/sa Belgium).

Please note for returns to Belgium, not to send your repairs etc. back to our Brussels address, but from now on use:

AAD sa/nv
Luikersteenweg 220
3700 TONGEREN
BELGIUM
Tel.: (0032)12 210 250
Att: RMA –EXCHANGES

If you have any questions, please don't hesitate to contact us.

Best regards,

V2019.06

