 Cutting Edge Optronics	Form No.	SVC-FORM-0004
	Revision No.	B
	Contact	ngceoservice@ngc.com

Laser Module Return Instructions

- All returns require a Return Material Authorization (RMA) and are shipped to Northrop Grumman Cutting Edge Optronics (NG CEO) at the following address:

Northrop Grumman
Cutting Edge Optronics
20 Point West Blvd.
St. Charles, MO 63301 U.S.A.

- International returns must include NG CEO's Customs Broker on the Commercial Invoice in addition to all other required documentation or delays in delivery can occur. NG CEO's Customs Broker is:


Northrop Grumman Cutting Edge Optronics Customs Broker
Expeditors International
5757 W. Century Blvd.
Los Angeles, CA 90045
Attn: Oscar Villanueva
oscar.villanueva@expeditors.com
(310) 343-6454

- Accurately complete all required documentation from the table below.

REQUIRED DOCUMENTATION

USA Return	International Return
1. Completed RMA Form, CEO-FORM-0053	1. Completed RMA Form, NGIT-FORM-0010
2. For End Use outside the USA Complete End User Statement, MKT-FORM-0003	3. Completed Foreign Shipper Declaration (FSD), CEO-FORM-0052
	4. Completed Air Way Bill (AWB)
	5. Completed Commercial Invoice
	6. Completed End User Statement, NGIT-FORM-0004

- For International Returns, ensure that all components being returned are listed on the AWB and Commercial Invoice along with serial numbers if applicable.
- Email **ALL** completed and signed documentation from the table above to NG CEO as soon as it is available. For international returns, this is very important. These documents are required to properly and efficiently pass the products through customs. When emailing the documentation back to NG CEO instead of the standard .pdf suffix, please change the suffix to .ngpdf. This will assist in getting the documents through the Northrop Grumman firewall.

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6. Purge all residual coolant out of the module.
7. Attach a shorting connector across the two power lugs.
8. Install protective covers over the rod ends to protect the rod ends during shipping.
9. If available, place hose barb caps onto the hose barbs.
10. If available, install the module into an Electro-Static Discharge (ESD) bag with a desiccant and vacuum seal the bag. If an ESD bag is not available, package into a ziplock bag with a desiccant.
11. If original packaging container is available, package module into the container. If not, package the module with foam inside of a box to protect the module.
12. Write the RMA number on the outside of the box.
13. Return module to NG CEO.