

**Return Material Authorization [RMA] process in order to return equipment for repair:**

1. To create a new Customer Support user account, please go to: -  
[https://www.thalescomminc.com/customer\\_care.asp](https://www.thalescomminc.com/customer_care.asp) and enter the required contact information.  
If you are a military user, please be sure to use your .mil email address .  
When you have entered the requested information, select 'Register'.
2. Click on the 'Customer Sign-In' link again and log in to your account.
3. Click on the 'Start A New RMA' link under the Return Material Authorization [RMA] section.
4. On the next screen display, type in your Last Name in the appropriate field and click 'Find User', your account will show in the search results.
5. Click on your last name; this takes you to another page with all of your information filled in on the RMA form. Please ensure the Shipping and Billing addresses are correct.

If the items for repair are Type 1 Controlled Cryptographic Items [CCI], for example, AN/PRC-148 transceivers, make sure the return address is valid for the secure delivery of Type 1 CCI using Federal Express, or other secure carrier.

6. Enter the model number, serial number and a thorough problem description. If you have several items with the same model number, enter all of the serial numbers on one line, separated by commas. Otherwise, click on the 'Request a New Line' link to add other items on separate lines.
7. When the form is complete, click 'Request RMA'.

Each RMA request is reviewed and then approved or rejected; please review the instructions in the e-mail you will receive with the RMA number.

If Type 1 CCI transceivers are being returned, the COMSEC Custodian / EKMS Manager of the owner's organization must generate the SF 153 standard form to accompany the items and transfer ownership to TCI. If you are returning transceivers, please do not return the radio's battery or any other accessory.

For OCONUS returns additional paperwork is required for US Customs, our Import/Export group will provide guidance when the RMA request is received.

Please note, we repair radio transceivers, associated vehicle adapters, and Modular Universal Battery Chargers (MUBCs).

We do not repair antennae, batteries, cable assemblies, or battery chargers, other than MUBCs; these accessories are considered consumables.

**When equipment is received by Thales, the warranty status is checked; if they are out of warranty, a repair quote is sent to the email address of the RMA originator.**

**There are standard repair fees, however for mechanically abused items, the repair fee will be higher. Repairs are not started until payment has been received.**

**The user pays the shipping cost to Thales, Thales pays for the return of repaired equipment to the user**

If assistance is required in the RMA process, e-mail [product.support@thalescomminc.com](mailto:product.support@thalescomminc.com) or call 1-800-914-0303 and select Option 2.