Thank you for choosing FLIR Systems!

Please **complete** this form and attach it to the [RMA submission form](https://flirforms.wufoo.com/forms/m1pg467s1wati5b/).

Please ***do not*** return any materials to FLIR before receiving a Return Material Authorization (RMA) Confirmation from a FLIR Authorized Service Center to prevent a potential unauthorized reexport or retransfer resulting in repair delays. Many FLIR products are export-controlled under the International Traffic in Arms Regulations (ITAR) or Export Administration Regulations (EAR) and may have additional local country export restrictions. System shipments to or through any other service provider or intermediaries must be authorized by an export license or Technical Assistance Agreement.

Required fields marked with a \*

**BILLING CONTACT INFORMATION**\*

|  |  |  |  |
| --- | --- | --- | --- |
| Company Name: | Oregon State/Fuxin Li Lab | Address: | 1890 SE Bethel Street |
| Contact Name: | Michael Lowell | City/Province: | Corvallis |
| Phone: | 541-979-7856 | State/Country: | Oregon |
| Email: | lowellm@oregonstate.edu | Zip: | 97333 |

**SHIPPING FROM ADDRESS**\* ***\* Same as above***

|  |  |  |  |
| --- | --- | --- | --- |
| Company Name: |  | Address: |  |
| Contact Name: |  | City/Province: |  |
| Phone: |  | State/Country: |  |
| Email: |  | Zip: |  |

**RETURN SHIPPING ADDRESS/ULTIMATE CONSIGNEE *(No PO boxes)*** \* ***\* Same as above***

**l**

|  |  |  |  |
| --- | --- | --- | --- |
| Company Name: |  | Address: |  |
| Contact Name: |  | City/Province: |  |
| Phone: |  | State/Country: |  |
| Email: |  | Zip: |  |

**END USER *(No PO boxes)*** \* ***\* Same as Billing Contact* Military End User?** \*Yes \* No

|  |  |  |  |
| --- | --- | --- | --- |
| Company Name: |  | Address: |  |
| Contact Name: |  | City/Province: |  |
| Phone: |  | State/Country: |  |
| Email: |  | Zip: |  |
|  |  |  |  |
| End Use (end application)\*: | Stereo Depth Perception Research applied to Forests. | | |

**INTERMEDIATE CONSIGNEE/FREIGHT FORWARDER (if any)**

**l**

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name:** |  | **Address:** |  |
| **Contact Name:** |  | **City/Province:** |  |
| **Phone:** |  | **State/Country:** |  |
| **Email:** |  | **Zip:** |  |

**COUNTRY OF ULTIMATE DESTINATION**\*

**l**

|  |  |
| --- | --- |
| **Country:** | **USA** |

# PRODUCT INFORMATION\*

**NOTE:** If you have many part numbers or from multiple end users, please feel free to send an excel sheet   
 *along with this document* if the other information is the same.

|  |  |  |  |
| --- | --- | --- | --- |
| **FLIR Part #:** | **BFLY-U3-13S2C-CS** | **FLIR Serial #:** | **20162694** |
| **FLIR Part #:** | **BFLY-U3-13S2C-CS** | **FLIR Serial #:** | **20162696** |
| **FLIR Part #:** |  | **FLIR Serial #:** |  |
| **Accessories:** |  | | |

**PROBLEM STATEMENT/SERVICE REQUESTED**\* **\* Repair Modify Refurbish Credit**

|  |
| --- |
| **Description: Initially cameras did not show 3.3V enable control in SpinView, updated firmware given to me by Support Agent, cameras no longer show themselves in SpinView or flycap2 after firmware update, LED remains orange.**  **After fixing camera please also verify the 3.3V enable exists in SpinView.** |

**Has the product packaging been opened:** **\* \* Yes No**

**Have any of the products been physically modified in any way? This includes addition of stickers, removal of case, filter/sensor glass removal, lens mounted and glued (please remove before shipping RMA).** **\* Yes \* No**

**ORIGINAL EXPORT AUTHORIZATION INFORMATION, IF ANY**

|  |  |
| --- | --- |
| **Authorization Type: (i.e. Export Permit or License, DSP-5, BIS, , FMS Sale)** |  |
| **Authorization Number if available: (Approval # or FMS Case #)** |  |

**Party Definitions**

**Intermediate consignee.** The person that acts as an agent for a principal party in interest for the purpose of effecting delivery of items to the ultimate consignee. The intermediate consignee may be a bank, forwarding agent, or other person who acts as an agent for a principal party in interest.

**Ultimate consignee.** The principal party in interest located abroad who receives the exported or reexported items. The ultimate consignee is not a forwarding agent or other intermediary, but may be the end-user.

**End user.**The person abroad that receives and ultimately uses the exported or reexported items. The end user is not an authorized agent or intermediary, but may be the FPPI or ultimate consignee.

**Country of ultimate destination.** The country of ultimate destination is the country in which goods are to be consumed, further processed, stored, or manufactured, as known to the USPPI at the time of export. The country of ultimate destination is the code issued by the ISO.

**INTERNAL FLIR SECTION ONLY**

|  |  |
| --- | --- |
| **Return Material Authorization (RMA) Number** |  |
| **Warranty Status:** |  |
| **Type of Service: (Repair, modify, refurbish, replace)** |  |
| **Original Authorization Type, if any: (i.e. Export Permit or License, DSP-5, BIS, FMS Sale)** |  |
| **Original Authorization and/or SO#:** |  |
| **Original Sale Value:** |  |
| **Issued By:** |  |
| **Email:** |  |