

## Aviation Specialties Unlimited, Inc NVG Goggle Servicing Procedures:

### Our Process Has Changed!

To better serve our customers ASU is providing a step-by-step instructions sheet to expedite the issuance of the required RA (Return Authorization) # for goggle servicing. Items listed below **must** be completed **prior** to the goggles being shipped to ASU for servicing.

1) Completed Service Request Form and Inventory of Items. (Now 2 Options!)

a. Option 1 – Complete Online Form (Preferred)

- i. Located on our website ([www.asu-nvg.com](http://www.asu-nvg.com)) under “Goggle Service” followed by “Return Authorization Request”
- ii. Fill out all required fields on the online form and select “Submit” 1. **Note:** Some fields will auto-populate when logged in to the site
- iii. An email will be sent to you confirming your submission

b. Option 2 – Complete “Service Request Form” and “Inventory of Items”

- i. Find these forms on our company website by clicking on “Goggle Service” and then “Return Authorization Request”
- ii. These forms **must** be completed in their entirety. Including:
  1. Ship To Information
  2. Bill To Information
  3. Customer PO #
  4. Carrier (Fed Ex / UPS)
  5. Shipping Account # (for UPS please make sure that the zip code for the billing of the specific shipping account number is noted)
  6. Return Transit Time (Overnight, 2<sup>nd</sup> Day)
  7. Goggle / Serial Number information
  8. Bottom of Page must be signed and dated
  9. Inventory of Items must be completed for each serial #.

2) If request is not completed online, please fax or email this information to ASU via the following information:

a. Fax: 208-287-5415

b. Email: [gogglemaint@asu-nvg.com](mailto:gogglemaint@asu-nvg.com)

Upon ASU receiving this information, ASU will issue a RA # for your goggles. This RA # will be delivered via telephone, fax or email. Using the included tags, write the RA # on the tags and place them on the **outside** of the box **prior** to shipping to ASU. This is important as the RA # is how we designate boxes that belong to you upon arrival at our facility.

Thank you for your continued business. - ASU Goggle Servicing Department

