

# CUSTOMER RETURN & WARRANTY POLICY

AS9120:2016, Clause 9.1.2





## Purpose

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The purpose of this document is to describe the requirements and policies which must be satisfied or obeyed by all customers requesting a Return Material Authorization (RMA) or Warranty Repair from AvAir.

## Revision History

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Listed below are records of modifications (e.g., contextual additions or omissions).

<i>Revision</i>	<i>Date</i>	<i>Section</i>	<i>Description of Changes</i>
A	2020-01-17	N/A	Initial Release
B	2020-05-14	Purpose	Revised purpose statement Removed cover page reference to “LLC” and “Chandler”



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## Initial Request

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The first step in the return or warranty process will be for the customer to provide information regarding the reason for the return or warranty request. All customers requesting a Return Material Authorization (RMA) or Warranty Repair, will be required to satisfy the burden of proof regarding said request. For customers requesting warranty repair, the scope of the warranty will be determined based on the warranty coverage outlined in section 2 of this manual prior to return authorization

### 1. REQUESTING RMA OR WARRANTY CLAIM

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When sending a request for an RMA the following information must be included:

- a) Part Number
- b) Serial Number and/or Quantity
- c) Purchase Order or Purchase Order Number
- d) Reason for request
- e) Supporting documents, (pictures, rejection reports, failure/squawk reports from airlines/maintenance facility, or technical documents/industry standards showing discrepancy.)
- f) Resolution being requested

#### 1.1. RESOLUTIONS FOR RETURN OR WARRANTY

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Customers requesting RMA or Warranty have the below options for resolution of the complaint. Should the below options these be found unacceptable to the customer, AvAir Senior Management will make the final determination whether the complaint will be treated as a warranty claim or return.

***For NS, NE, and FN, and Expendable Parts***

- Return for Replacement
- Partial Credit Agreement
- Return for Credit – No Replacement Provided
- Return for Warranty Repair (*if applicable and approved by manager*)



***For Serviceable and Overhauled Rotable Parts***

- Return for Replacement (*if available*)
- Return for Warranty Repair (*if applicable*)
- Partial Credit Agreement
- Return for Credit – No Replacement Provided

***For All As-Removed Parts***

- Return for Replacement
- Partial Credit Agreement
- Return for Credit – No Replacement Provided

**1.2. REPLACEMENT PARTS PROVIDED**

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When available, either from AvAir stock, or from the original vendor's stock, a customer may request a replacement part be shipped in place of a damaged or otherwise unsatisfactory part initially received. When this is a possibility, the replacement must be treated as a separate order and a new or revised Purchase Order must be provided by customer to cover all parts distributed. Any credits due for the return of the initially rejected parts will be processed upon receipt and inspection at AvAir's facility.

**1.3. REQUIREMENTS AND CONDITIONS OF RETURN**

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When returned for full credit the following requirements must be met by the customer. Any failure to meet these requirements will result in the credit or warranty claim being denied.

RMA for Credit requirements:

1. All original documents supplied by AvAir must be returned
2. All failure reports or rejection reports must be included.
3. Parts being returned as BER must include ALL removed components

RMA for WC or Customer Courtesy is required to meet all above requirements. In addition, all WC or Customer Courtesy returns are subject to QA inspection at the time of arrival. Any broken, tampered, or removed warranty seals, altered or disassembled units,



or new parts removed from sealed packaging will be rejected unless otherwise approved by management.

## 2. WARRANTY COVERAGE

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### 2.1. WARRANTY PERIOD(S)

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The coverage and period of warranty coverage for parts and articles sold by AvAir is dependent on the condition, age of the part(s), date of return to service release documents, work performed, and/or parts replaced under the direction of AvAir.

In cases where AvAir has contracted the repair of a part or article to a licensed repair station, said part or article will carry only the warranty provided by the repair stations return to service documentation. Warranty coverage will extend to all piece parts replaced under AvAir’s direction. Piece parts of parts or articles that are not replaced or repaired by the contracted repair station shall not be covered by this warranty.

Where warranty claims arise from parts repaired by an AvAir contracted repair station, warranty periods are as follows (unless additional offered by shop):

<i>Condition of Part</i>	<i>Warranty Offered</i>
SV - Inspected or Tested	30 days to notify of defect
SV – Repaired and/or Modified	6 months - Covers work performed and parts replaced only
OH- Overhauled (and Modified OH)	1 year - Full Functional warranty (unless additional offered by shop)

### 2.2. CUSTOMER COURTESY RETURNS AND WARRANTY PERIODS

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At times, AvAir at its sole discretion, may grant an RMA for parts sold where a customer has requested a return due to a mistake in ordering or an internal requirement that is beyond AvAir’s control. These returns will be subject to a re-stocking fee of 25% when granted and are subject to Management approval.

As a courtesy to our customers in cases where return requests arise from either new surplus part(s) sold from AvAir’s stock or from the failure of parts sold from AvAir stock where return to service documents no longer carry a repair station’s warranty, the following warranty period is granted by AvAir unless otherwise specified at the time of sale.



<i>Condition of Part</i>	<i>Courtesy Warranty Offered</i>
New Surplus – NS	30 days from date of receipt
Factory New (and within OEM warranty period)	1 year from date of manufacture
SV – Inspected / Tested	30 days from date of receipt
SV – Repaired (Tag MORE than 1 year past shop Warranty)	30 days from date of receipt
SV – Repaired (Tag LESS than 1 year past shop Warranty)	90 days from date of receipt
OH – Overhauled (Tag MORE than 1 year past shop Warranty)	30 days from date of receipt
OH – Overhauled (Tag LESS than 1 year past shop Warranty)	120 days from date of receipt

### 2.3. CHARGES RELATING TO WARRANTY AND RETURNS

- (A) In such cases where a part is sold (in a warranted condition) and the part is subsequently returned for evaluation for warranty consideration, the original invoice shall be paid by the customer on or before the due date specified at the time of the initial sale, regardless of the time required for warranty administration to complete.
- (B) Where parts returned for warranty consideration are deemed to either (a) have No Faults Found (NFF) or (b) to have Customer Induced Damage (CID) or defects relating to installation or removal by customer, the customer is responsible for evaluation fees and all costs associated with the evaluation and repair.
- (C) In the case of an NFF warranty claim evaluation the customer will be given 48 hours to acknowledge and approve of the recertification fee or request further evaluation to be done at the customer’s expense. If no response is received after 48 hours the quote for re-certification will be considered approved and the part will be returned to the customer with all applicable charges to be billed at the time of shipment as stated in 2.3(B).
- (D) In such cases where a part is denied warranty coverage due to failures unrelated to previous repairs or previous parts replaced, AvAir will not be liable for costs to repair the unit to a serviceable condition. The customer will be given the option to pay for



unrelated repairs at their own expense in order to return the part to service. Should repairs be made that are unrelated to previous repairs, said repairs and newly repaired unit will carry a new warranty accordingly.

- (E) Return Shipping costs for all returns for warranty evaluation with an expectation that the part will be returned to the customer will be the customer's responsibility. Should the evaluation result in a warranty repair, the repair station accepting responsibility for warranty will be required to cover the cost of the return shipment. Any returns deemed to be the fault of AvAir will be shipped at AvAir's expense. AvAir will cover the return of shipments only from the original address to where the order shipped. AvAir will not cover shipments from addresses other than the address instructed by the customer at the time of shipment.
- (F) Should import duties be incurred by any return shipment to AvAir, customer will be responsible for resolution of duties with the assessing agency, or all duties will be billed to the customer by AvAir.