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## Exchange Terms and Conditions

Cores must be returned within fifteen days from the original sale date, accompanied by a completed return core form. Alternatively, you may supply us with the following information on your company letterhead: **aircraft registration; aircraft serial number; part number; part serial number (off); reason for removal; and hours & cycles (for life limited components).**

We reserve the right to determine, at our sole discretion, when a component is beyond economical repair (*B.E.R.*).

Return cores not accompanied by the appropriate documentation will be set aside and may be rejected and returned to customer.

A non prorated monthly rental fee equal to 1/3 of the original sale price will be assessed for late cores. Fees will be initiated on the 31<sup>st</sup> day after the sale date, (allowing for a fifteen day grace period), and will continue monthly until an acceptable core is returned.

**Additional Billing** will apply if your return core requires parts, labor, or modifications beyond the scope of a normal overhaul. A vendor tear-down report will be provided as backup.

**Flat Rate** exchange pricing is available on select products, and some exceptions apply. Additional billing will apply, whether the sale is a flat rate or normal exchange, if your core:

- is not the same part number and mod status as the unit provided.
- is missing hardware and/or terminal covers.
- was dropped, mishandled, or damaged due to poor packaging.
- was previously disassembled.
- was damaged due to neglect, and/or suffered catastrophic failure.

Note: Additional billings are addressed on a case by case basis and will be processed only as a last resort after all other remedies have been explored. Example 1: Customer's core is *B.E.R.* but another repairable core can be supplied. Example 2: Minor hardware is missing, but can be replaced at a reasonable cost. In many cases, we pay for missing hardware and do not bill customers back.

Basically, if we can overhaul your core for 15% under your purchase price for the exchange unit, we will rarely process a bill back. Conversely, when we receive a core in very poor condition, and the cost to return that item to our shelf in overhauled condition exceeds the cost of the exchange sale, we will contact our customer to work out a reasonable additional billing.