1. **SAFETY DATA SHEETS.** Buyers of chemical products shall access the customer portal at [https://shop.boeing.com/aviation-supply](https://shop.boeing.com/aviation-supply) for Chemical product Safety Data Sheets (SDS).

2. **SHELF LIFE LIMITED MATERIALS.** Buyer understands and accepts that shelf life limited materials offered by Boeing Distribution, Inc. (BDI) for sale to customers globally are sold on a first expired, first out (FEFO) basis and agrees to accept the minimum shelf life designated online for that product being ordered.

3. **RECORD RETENTION.** Buyer understands and accepts that BADPL/BNZL retains records for outgoing product for 10 years and that this is in excess of the CASA & CAANZ requirements of 2 years. Buyer understands that they can access all certifications for their orders via the customer portal at [https://shop.boeing.com/aviation-supply](https://shop.boeing.com/aviation-supply).

4. **QUALITY MANAGEMENT SYSTEM (QMS).** Buyer understands and accepts that:
   a. BADPL/BNZL as a pass-through distributor of finished goods maintains 3rd party certification of the Seller QMS to AS9120™B and ISO 9001:2015 for select distribution/stocking locations. BADPL/BNZL aerospace certification status may be reviewed by authorized users of IAOG OASIS. Seller does not grant access to OASIS audit data without an NDA in place.
   b. BADPL locations are certified to COA to regulation 30 of the Civil Aviation Regulations 1988 (Cth). BNZL location is certified to SOA to CAANZ Civil Aviation Rule Part 19F.
   c. No comments added in electronic orders via the SPEC2000 system and customer portal at [https://shop.boeing.com/aviation-supply](https://shop.boeing.com/aviation-supply) are transmitted to operations for execution of the order, therefore, cannot and do not become part of any order. Please refer to 1st paragraph, second sentence of the Terms of sale.
   d. Procurement and receiving of product by BADPL/BNZL, Terms of Purchase flowed to suppliers may be reviewed here. Procurement and receiving of product stocked by BDI globally takes place primarily at the central location, in Dallas. BDI Terms of Purchase flowed to suppliers may be reviewed here.
   e. BADPL/BNZL performs no attributes verification on stocked products and has no testing capability therefore, Seller does not agree to any customer source inspections other than those delegated to DCMA as GSI.
   f. New/unused products shipped from Sellers stocking locations are traceable to the manufacturer. Certifications for orders may be downloaded from the customer portal at [https://shop.boeing.com/aviation-supply](https://shop.boeing.com/aviation-supply).
   g. BADPL/BNZL does not require submittal of Chemical Analyses or Certificates of Analysis (COA) in Seller General Terms of Purchase, therefore, chemical analyses or COA are not included with outgoing shipments unless originally received from the manufacturer.
   h. Unless otherwise specified at the time of the order, product shipped by Seller is NEW and UNUSED.
   i. BADPL/BNZL 3rd party QMS certifications exclude the Used Serviceable Materials (USM) area and MRO facilities. Used Products may be sold as serviceable or unserviceable. Used Items shipped from BADPL & BNZL stocking locations include trace to the where BDI acquired the item and if serviced, will include a certificate from the FAA approved repair facility and/or a manufacturer certificate of conformance.

5. **CUSTOMER COMPLAINTS and NONCONFORMING MATERIAL.** Once the shipment leaves the BADPL/BNZL dock. BADPL/BNZL loses control over the packages and paperwork may be stripped as it is handled by non-BADPL/BNZL entities including but not limited to carriers, freight forwarders, or customs. Buyer understands that all paperwork printed for the shipment is available via the customer portal at [https://shop.boeing.com/aviation-supply](https://shop.boeing.com/aviation-supply) and agrees to access the customer portal to download shipping documents before raising a paperwork complaint with BADPL/BNZL. Buyer understands and
accepts that every customer complaint which is received by BDAPL/BNZL whether product-based or not is documented in the BDI ERP. Buyer agrees to contact buying organization’s Customer Service representative (CSR) or to email Customerservice.anz@aviall.com for correction of a nonconformity before issuing a formal request for corrective action and shall submit objective evidence (photos, scans or documents) of any product nonconformity for inclusion in the BDI customer complaint record. Buyer understands that the BDAPL/BNZL customer service team is ready to assist with resolution of the issue and that there may be multiple customer service representatives working that issue and they may be located around globally. Classified or ITAR information shall not be shared with Seller. Buyer understands and accepts that any formal Corrective Action Requests not following this process will be rejected without a valid BDI QN referenced on the request just as product returns without a valid Return Material Authorization (RMA) are rejected by BDAPL/BNZL. Policies on returns or exchanges are covered here.

6. AUDITS AT BDAPL & BNZL. Buyer understands and accepts that BDAPL/BNZL cannot support QMS audit requests from all customers (2nd party). For this reason, 3rd party certification to AS9120TM was obtained for the central function and select stocking locations. Remaining stocking locations have 3rd party certification to ISO9001:2015. Access by regulatory agencies such as the National Aviation Authorities is never limited by BDAPL/BNZL. Because BDAPL & BNZL does not manufacture any goods or materials, right to customer access is flowed down in BDI General Terms of Purchase to the suppliers of products stocked by BDI/BDAPL/BNZL. Buyer understands and agrees that for a 2nd party audit request to be considered by BDAPL/BNZL it:

1) must be on topics not covered by our 3rd party registrar in annual surveillance or recertification audits. However, BDAPL/BNZL will not agree to an AS9120TM audit at a location certified to only ISO 9001:2015 or uncertificated stocking locations.
2) must use a qualified auditor with aerospace distribution experience/certification.
3) requires an executed Nondisclosure Agreement (NDA).
4) is limited to reviews of data (some data is subject to redaction) on products which have been purchased by the 2nd party.
5) may not disrupt, hinder, or have any adverse effect on BDAPL/BNZL business operations.

7. QUALITY SURVEYS. Buyers shall submit requests for a copy of the BDI Quality Self-Survey to the buying organization’s CSR (or to if they do not have CSR customerservice.anz@aviall.com) and to BDAQMS@boeing.com. BDAPL & BNZL’s Quality Self-Survey packet answers the most commonly asked questions about the BDAPL/BNZL organization and includes copies of BDAPL’s & BNZL’s 3rd party certifications.