

1. **SAFETY DATA SHEETS.** Buyers of chemical products shall access the customer portal at <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 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 BDI retains records for outgoing product for 10 years and that this is in excess of the FAA 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>.
4. **QUALITY MANAGEMENT SYSTEM (QMS).** Buyer understands and accepts that:
 1. BDI as a pass-through distributor of finished goods maintains 3rd party certification of the BDI QMS to AS9120TMB for select distribution/stocking locations. BDI's aerospace certification status may be reviewed by authorized users of [IAQG OASIS](#). BDI does not grant access to [OASIS](#) audit data without a NDA in place.
 2. Select BDI locations are certified to [FAA Advisory Circular 00-56B](#).
 3. Select BDI stocking locations are managed by a 3PL. Some of these 3PL locations hold certifications in their own names and BDI does not own or manage the 3PL QMS.
 4. 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](#).
 5. BDI performs no attributes verification on stocked products and has no testing capability therefore, BDI does not agree to any customer source inspections other than those delegated to DCMA as GSI
 6. new/unused products shipped from BDI stocking locations are traceable to the manufacturer. Certifications for orders may be downloaded from the customer portal at <https://shop.boeing.com/aviation-supply>.
 7. BDI does not require submittal of Chemical Analyses or Certificates of Analysis (COA) in BDI [General Terms of Purchase](#), therefore, chemical analyses or COA are not included with outgoing shipments unless originally received from the manufacturer.
 8. Unless otherwise specified at the time of the order, product shipped by BDI is NEW and UNUSED.
 9. BDI's 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 BDI 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. BDI MRO locations have stand-alone QMS approved by the FAA for their scope of work.
5. **CUSTOMER COMPLAINTS and NONCONFORMING MATERIAL.** BDI ships thousands of products per hour with most shipped within one working day of the order and an incredibly low complaint rate. Once the shipment leaves the BDI dock, BDI loses control over the package and paperwork may be stripped as it is handled by non-BDI 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> and agrees to access the customer portal to download shipping documents before raising a paperwork complaint with BDI. Buyer understands and accepts that every customer complaint which is received by BDI 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 dallas@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 BDI 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 BDI. 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 BDI. For example: BDI will not respond to Corrective Action Requests based on periodic performance where there is no mutually agreed upon over-riding agreement requiring such. In such cases, the Buyer is referred to the first paragraph of the General Terms and Conditions of Sale. Policies on returns or exchanges are covered [here](#).

6. AUDITS AT BDI. Buyer understands and accepts that BDI cannot support QMS audit requests from all customers (2nd party). For this reason, 3rd party certification to AS9120TMB was obtained for the central function and select stocking locations. Access by governmental agencies such as DCMA or the National Aviation Authorities is never limited by BDI. Because BDI 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. Buyer understands and agrees that for a 2nd party audit request to be considered by BDI, it:

- 1) must be on topics not covered by our 3rd party registrar in annual surveillance or recertification audits. However, BDI will not agree to an AS9120TMB 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 BDI 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 dallas@aviall.com if they do not have CSR) and to BDIQMS@boeing.com. BDI's Quality Self-Survey packet answers the most commonly asked questions about the BDI central organization and includes copies of BDI's 3rd party certifications.

8. SUSPECT COUNTERFEIT/SUSPECT UNAPPROVED PARTS. Buyer understands and accepts that:

- 1) BDI as a pass-through distributor of finished goods with central function location certification to AS9120TMB has a counterfeit parts risk mitigation plan based on the requirements of AS5553, DFARS 252.246-7007 and DFARS 252.246-7008.
- 2) BDI buys the highest risk parts (electronic, electrical, and electromechanical or EEE, as defined by BDI's parent organization, The Boeing Company) from only the lowest risk sources: the original component manufacturer (OCM) or the OCM's authorized distributor.
- 3) BDI is a member of GIDEP.