

Customer Return Policies

New Parts

- Return of any new part requires a Material Authorization Form and a copy of the Sales Invoice.
- The following parts will not be considered for return:
 - Non-forecasted parts
 - Parts less than \$50
 - Parts installed on aircraft
 - Hazardous Materials and Dangerous Goods
 - Shelf life items
 - Electrical components
 - Hardware (including codes 15 and 28)
 - Drop ship ordered parts
 - Specially ordered parts
 - Excess & Obsolete parts
- All parts must be returned within 30 days from date of invoice.
- All returns are subject to a 15% restock fee of not less than \$50. Additional recertification fees may apply.
- New part returns must be in new and sellable condition, in their original packaging, and with original documentation. Parts that were originally shipped with 8130 documentation will need to be sent along with the return. If the 8130 is missing, the part will be returned and will not be processed.
- New part returns must be shipped prepaid freight and in undamaged condition.

Any part returned without prior authorization will not be processed and returns not meeting the above requirements will be returned freight collect to the customer.

Warranty Parts

- Any part being returned for warranty administration consideration by the manufacturer must be accompanied by a(n):
 - Boeing Return Material Authorization Form
 - Boeing Warranty Administration Summary Form
 - Any applicable manufacturer return form
 - Copy of the Boeing Sales Invoice
- All Warranty returns must be shipped prepaid freight and in undamaged condition.
- All warranty returns must include documentation clearly exhibiting the exact flight time recorded and the period of time the item was in use.

Cores

- All cores must be returned with a Boeing core invoice or Boeing core RMA. Item may be returned if not provided.
- All cores must be returned within 30 days of invoice to avoid additional fees. The core invoice can be paid if the core return will exceed 30 days. Customer then has up to 90 days after invoice to return the core for credit on paid invoices. All cores invoices that are paid that exceed 90 days will not be eligible for return unless otherwise specified.
 - All cores must be returned prepaid unless otherwise specified.
 - Customer is responsible for all import duties, taxes and fees on returned cores.
 - Cores must be of like part number and in as removed condition. Cores returned that are disassembled, missing parts, damaged or that are BER are subject to additional bill backs for above and beyond standard BOM parts.
 - Bill-backs may take up to 45 days after receipt unless otherwise specified.
 - All returned cores must include the core checklist provided and checklist items completed as required.

THIS CUSTOMER RETURN POLICY IS A GUIDELINE ONLY AND SUBJECT TO CHANGE AT ANY TIME WITHOUT PRIOR NOTICE. IT DOES NOT CONSTITUTE A CONTRACT, EXPRESS OR IMPLIED, WITH AVIALL.

EFFECTIVE MARCH 2020

For more information, call: **1-800-284-2551**

North America & AOG: 1-800-284-2551

International Sales: +1-972-586-1564

Airline Sales: 1-800-284-2559