***DRAFT***

***KADEX Aero Supply Ltd.***

***New Part(s) Return Guidelines***

Customer satisfaction is always very important to us at KADEX Aero and we understand that very occasionally a part may have to be returned. If you are not satisfied with your purchase, you can return the part ~~if~~ in a condition that allows us to resell that item, and within 30 days of receiving. Returns are subject to a restocking fee based on a percentage of the selling price, or a minimum charge of $25.00. Return items must be in original manufacturers packaging (if applicable) complete with all documentation, 8130-3, Form 1 or other and instructions etc.

Certain items are non-returnable – see *Exceptions - No Return* list below.

Items that have been installed are not eligible for return.

KADEX Aero is not responsible for parts installed incorrectly due to aircraft eligibility. The buyer is responsible to ensure and verify aircraft eligibility prior to

Installation.

Return parts require a RMA (Return Material Authorization Number)

Please contact our Returns group for an RMA #.

Printed RMA’s and a copy of the KADEX Invoice are required with all returns.

Parts returned without our RMA # will be returned to the sender.

*Exceptions to Returns - No Returns on Following Parts :*

Electrical/Electronics – Light Bulbs/Lamps, relays, circuit boards

Parts less than $25.00

Parts that have been modified, trimmed, painted or installed

 Parts no longer required or not the problem

AOG parts

Tooling and Test Equipment

Special order parts including hoses,

Hazmat or Dangerous Goods

 Books, Manuals, DVD’s, Software

Non-Cancelable, Non-Returnable parts from Textron

Spark Plugs removed from their factory packaging

Tires previously mounted on wheels

Returns beyond 30 days, if meeting return conditions, are subject to 25% restocking fee.

Returned parts must be shipped via prepaid freight in undamaged condition

Outbound freight charges, as well as inbound air charges are not refundable.

Parts sold in known as-removed condition are usually subject to buyers satisfaction. Returns on these items must be made within 30 days of receipt.

Parts must be fully assembled.