

## Advantage Aviation Services Terms and Conditions of Return Material Authorization (RMA)

### 1. Definitions

In these Terms and Conditions, unless the context requires otherwise:

**AAS** means Advantage Aviation Services Sweden AB and Advantage Aviation Services Inc.

**Item(s)** means aviation; component(s), part(s), tool(s), or equipment(s) sold by AAS.

**CUSTOMER** means the person, firm or company purchasing the Item(s) from AAS.

**Officer** means a representative employed by the company.

**RMA** means Return Material Authorization.

**As shipped** means the state of the sold Item(s) as it was when leaving the AAS warehouse.

### 2. Authorized Returns

- 2.1. No Item(s) may be returned to AAS hereunder without AAS's prior written permission from an approved Advantage Aviation Service (AAS) Officer. Return Item(s) will only be accepted within thirty (30) calendar days of invoice date with an approved Return Material Authorization (RMA) number. No returns will be accepted over thirty (30) calendar days from invoice date.
- 2.2. No returns will be accepted after that time and any returns received by AAS after that date will be denied and returned to CUSTOMER on CUSTOMER's account. All freight charges and processing administration fees will be CUSTOMER's responsibility and rebilled to CUSTOMER by AAS.
- 2.3. All returns are subject to a restocking fee.
- 2.4. All authorized returns will be processed upon arrival providing the Item(s) is returned to AAS in the condition "as shipped".
- 2.5. All returns are subject to approval by AAS Quality once material and documentation has been verified.
- 2.6. Return Item(s) must include all original documentation and a copy of the completed RMA or it will be rejected and returned at CUSTOMER's sole cost.
- 2.7. A non-use statement is required if the returned Item(s) has not been installed on an aircraft.
- 2.8. A non-incident statement is required from the last operator for any Item(s) installed or removed from an aircraft.
- 2.9. If the return is due to product failure or some other nonconforming issue, a Shop Report or Removal Failure document must accompany the return for each Item.
- 2.10. If it is determined in the sole discretion of AAS that the reason claimed on the RMA request is not valid, the material will either be returned to CUSTOMER on its account and/or a restocking fee will be applied if authorized by AAS. All freight charges and any shop inspection fees including processing administration fees will be CUSTOMER's responsibility and rebilled to CUSTOMER by AAS. If the Item(s) is damaged AAS will notify CUSTOMER and CUSTOMER will have the option to pay the additional charges or have the Item(s) returned in "As Is" condition.

### 3. Warranties

- 3.1. Authorized warranties will be processed upon arrival providing the Item(s) is returned to AAS in the condition "as shipped".
- 3.2. All warranties are subject to approval by AAS Quality once material and documentation has been verified.
- 3.3. A Shop Report or Removal Failure document detailing the reason for the warranty request is required.
- 3.4. All Item(s) warranties are subject to repair shop evaluation.
- 3.5. If it is determined that the failure claim is invalid or was caused by other means, at CUSTOMER's option the cost of repair, additional freight charges and all processing administration fees will be CUSTOMER's responsibility and rebilled to CUSTOMER by AAS.
- 3.6. At CUSTOMER's option if CUSTOMER does not authorize AAS to make the additional repairs, the Item(s) will be returned to CUSTOMER on CUSTOMER's account. All additional freight charges, any shop inspection fees, and all processing administration fees will be CUSTOMER's responsibility and rebilled to CUSTOMER by AAS.