



WESTERN AIRCRAFT

New Part Return Policy

For your benefit we have enclosed our return policy and exchange sale and core policy. If it becomes necessary for you to return a component purchased from Western Aircraft, Inc., we will be able to respond to your claim more efficiently if you follow these guidelines.

- Requests to return components must be made within 30 days from date of shipment.
- Reports of shortages, overages, part damages, or part discrepancies in a shipment must be made within 10 days from Invoice Date.
- Normal Handling Charges are 15% (\$50.00 minimum/\$500.00 maximum per line item) on stock items. All other parts are subject to the vendors restocking charges. Recertification charges may also be applied to the return of specific parts.
- All returns must have prior approval to return and must reference the pre-approved RA number. Returns will be shipped with all freight and custom charges prepaid. Items received without a return authorization number will be denied & returned to the customer freight collect.
- Original documentation, which includes all CAA/FAA Airworthiness Documentation furnished with original shipment, must accompany the part otherwise no credit will be issued.
- Please reuse the original packing material/methods where possible.
- Literature items are not acceptable for return.
- It is the responsibility of the recipient to notify the carrier and submit a freight claim for any damage to the shipment. A copy of your claim and/or correspondence with the carrier must be submitted to Western Aircraft.
- Statically sealed items must be returned unopened.

For return approval, please contact any of the Western Aircraft, Inc. Customer Service Representatives at 1-800-777-4926 or Fax to 208-338-1819.

Exchange Sale and Core Policy

- Core returns are due within 14 days from the date the exchange unit was shipped. Late return of a core unit will result in a late return penalty of a 4% daily charge of the exchange billing. This charge will incur daily until the core unit is received. If the core unit has not been returned after 2 months from the date of shipment, the core deposit will be billed and the sale considered outright. Late return fees will still apply.
- Cores must be returned with the Western Aircraft vendor "Core Return Form" filled out in full. Failure to provide service data information can result in core rejection.
- Cores returned that are beyond economical repair (BER), lacking completed core tags, damaged, disassembled, or not a like part number, can incur over and above standard overhaul cost or core rejection. Rejected cores will be returned to the customer at their expense. Western Aircraft will not be responsible for parts lost or damaged during shipment.
- Vendor core policies shall supersede Western Aircraft, Inc.'s policy as applicable.
- It is the responsibility of the customer to provide proof of shipment and delivery for any outstanding cores due.
- All units containing fluids should be completely drained and capped to prevent leaking during shipment and must comply with hazardous material shipping regulations.

For core questions or issues, please contact Western Aircraft, Inc. Rotable Administrator at 208-338-1822.

Any collect shipments will be refused. Cores and part returns are to be returned prepaid to:

Western Aircraft
Attn: Returns
4416 S Kennedy St.
Boise, ID 83705