

## Customer Service Product Return Policy

### 1.1. Return Procedure

- 1.1.1. No products are to be shipped to the DeCrane Aerospace Audio International (DAAI) repair department without prior coordination with the DAAI repair department.
- 1.1.2. Customer must contact the DAAI Customer Service Department to coordinate the return of failed unit(s) and receive an assigned Return Authorization Number (RA number).
  - 1.1.2.1. Contact the Customer Service at 501.801.8101 from 8 AM to 5 PM CST, Monday through Friday, or via E-mail at [Repair1@decraneaerospace.com](mailto:Repair1@decraneaerospace.com).
  - 1.1.2.2. During non-business hours customers may leave a name and contact phone number so they may be contacted the next business day to continue the coordination process, or submit the information electronically at [www.decraneaerospace.com](http://www.decraneaerospace.com)
- 1.1.3. Customers must ensure the RA number is displayed on incoming documentation and packaging.
  - 1.1.3.1. For any product arriving without a previously assigned RA number will not be processed until all pertinent information is received.
  - 1.1.3.2. Product without an assigned RA number may be return to customer without being processed through Repair at DAAI's discretion.
  - 1.1.3.3. Product returned without an assigned RA number may be subject to an administrative fee as defined in section 1.5.5 of this Return Policy.

### 1.2. Warranty Advance Replacement

- 1.2.1. Customers must contact DAAI Customer Service to qualify themselves for an Advance Replacement. The DAAI Customer Service will identify the availability of the required Advance Replacement model at that time.
- 1.2.2. Customers who have a failed product that is covered by DAAI warranty may be eligible for an Advance Replacement product. An Advance Replacement product is an identical model of the customer's failed product and will become the customer's property upon receipt and carry the remaining portion of the original product's warranty. The failed unit must be returned to DAAI to avoid charges for a new unit.

- 1.2.3. To be eligible for an Advance Replacement the customer's DAAI account must be in good financial standing and their payment terms must be set as net 30.
- 1.2.4. Due to limited inventory not all DAAI products will be available as Advance Replacements.
- 1.2.5. If it is determined the failed unit has suffered customer-induced damage and/or neglect the customer will be invoiced for the amount of the repair
- 1.2.6. If the incoming replacement is not received within 15 days, unless otherwise approved by a member of the Customer Support management team, after the advance replacement has been shipped, the customer will be invoiced for the cost of a new unit.
- 1.2.7. Some Advance Replacements may not be eligible for an FAA Form 8130-3 and/or EASA Form 1. Affected units will be shipped with a Certificate of Conformance.

### 1.3. Non-Warranty Loaner Units

- 1.3.1. DAAI may provide a Loaner Unit where possible upon customer request when returning a non-warranty unit for repair.
- 1.3.2. Loaner determination will be made by DAAI. The DAAI Customer Service will identify the availability of the required Loaner model at that time.
- 1.3.3. For any Loaner Units provided, there will be a \$750.00 Loaner Fee charged for the unit during the standard 30 day loaner period. This Loaner Fee does not include the cost for repairing the defective unit, which will be invoiced separately.
- 1.3.4. Some Loaner units may not be eligible for an FAA Form 8130-3 and/or EASA Form 1. Affected units will be shipped with a Certificate of Conformance.
- 1.3.5. Loaner units must be returned within 15 days of receiving the original unit to avoid being invoiced for a new unit.
- 1.3.6. Returned loaner units will be evaluated for misuse, negligence, accident, or unauthorized modification. Any discrepancies will be charged to the customer at current parts and labor rates.

### 1.4. Terms

- 1.4.1. Standard Warranty Period is the calendar period applicable to DeCrane Aerospace Audio International (DAAI) product lines and begins on the factory ship date from DAAI or in the event of delayed installation, upon installation of product not to exceed 90 days after factory ship date. The warranty table follows:
  - Video Monitors – 12 months (1 year)
  - Source Equipment – 12 months (1 year)

- Switch Panels – 24 months (2 years)
- Speaker Enclosures – 60 months (5 years)
- All Other Equipment – 24 months (2 years)

- 1.4.2. Non Standard Warranty Period is the calendar period or flight hour period contractually agreed to by both A.I. and the customer.
- 1.4.3. Non-Warranty Damage is any customer-induced damage. Applicable fees to return a non-warranty damaged product to service are the responsibility of the customer.
- 1.4.4. Warranty Repair is any repair during the warranty period where diagnosis of the failure indicates defect in material and/or workmanship. DAAI will be responsible for all parts, certification, labor and shipping fees associated with returning the unit back to the customer in the same manner it was returned to DAAI.
- 1.4.5. Service Warranty is 90 calendar days after DAAI ships a repaired product. The service warranty is limited to the parts and/or workmanship for that repair. Service warranty is only applicable to those units not covered by separate warranty.
- 1.4.6. Product Airworthiness confirmation is mandatory to determine product's eligibility for receipt of FAA Form 8130-3 and/or EASA Form 1. Only those products listed on DAAI's corporate capability list are eligible for airworthiness certification. It is the customer's responsibility to provide DAAI with the necessary documentation to determine a products airworthiness status. Although DAAI's repair database may provide a means to assist in determining a product's airworthiness status the final responsibility in all cases lies with the customer. DAAI may request a copy of the applicable aircraft's airworthiness certificate and/or a copy of the aircraft's Standard Type Certificate. DAAI WILL NOT provide an FAA 8130-3 and/or EASA Form 1 for those items not listed on AI's corporate capability list or those items on the corporate capabilities list that can not be confirmed as airworthy.

## 1.5. Fees

- 1.5.1. Certification fee is \$65.00 per issuance of FAA Form 8130-3/EASA Form-1 Airworthiness Approval Tag or Certificate of Conformance.
- 1.5.2. Could Not Duplicate/No Fault Found fee is all applicable Labor and Certification fees consisting of a minimum of \$170.00.
- 1.5.3. Expedite fee is 50% of anticipated repair costs and will be approved via Form 1925, Customer Charge Approval Form prior to initiating repairs. Expedite fee opportunity WILL NOT halt repair activity for AOG products.
- 1.5.4. Repair Labor fee is \$105.00 per hour, unless otherwise specified in a written contract between DAAI and the customer, and calculated in one-hour increments; consists of labor required to troubleshoot product, perform actual repairs, and function test.

1.5.5. Administrative fee is \$150.00 per unit. Parts returned without an assigned RA number will not be processed through the Repair Department in accordance with Federal Regulations on Suspected Unapproved Parts. Parts requiring additional information due to improper coordination with the Repair Department may be subject to administrative fees.

1.5.6. Shipping fee is actual cost to return a product to customer via same method customer used to ship product to DAAI. The customer is responsible for the cost of shipping warranty and non-warranty products to DAAI. The DAAI Fed Ex account number will NOT be provided to any customer without approval of the Repair Station Manager or Director of Customer Support. Customers may utilize their shipping account numbers for “bill to recipient” on shipping returns; in this case there is no charge for shipping. The customer is responsible for any “customer requested” return shipping method resulting in additional cost based on the following table:

<u>Method</u>	<u>Warranty</u>	<u>Non Warranty</u>
▪ Fed Ex Economy	No Charge	\$40.00
▪ Fed Ex P1	No Charge	\$40.00
▪ Fed Ex 8 A.M.	\$50.00	\$50.00
▪ Counter to Counter	\$150.00	\$150.00
▪ International Economy	No Charge	\$100.00
▪ International Priority	\$100.00	\$100.00