

Quote No:  Customer:  Aircraft Registration:  **AOG Customer Information**

Event Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Company: \_\_\_\_\_

Phone 1: \_\_\_\_\_ Phone 2: \_\_\_\_\_ Email: \_\_\_\_\_

Billing Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ State/Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

**Job Information**

Aircraft Type: \_\_\_\_\_ Model: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Registration: \_\_\_\_\_ AOG Airport Code: \_\_\_\_\_ FBO: \_\_\_\_\_ Request RTS Date: \_\_\_\_\_

WO #: \_\_\_\_\_ PO #: \_\_\_\_\_

**SQUAWK(S) - Please Include Detail:**

Log Book Location: \_\_\_\_\_ Keys Left: \_\_\_\_\_

Aircraft / Avionics / Engine Program Provider: \_\_\_\_\_

Item	Airframe	Engine 1	Engine 2		APU
Hours					
Cycles					
Model					
Serial Number					



Quote No: [REDACTED]

Customer: [REDACTED]

Aircraft Registration: [REDACTED]

Customer AOG Rate:

**\$250.00 – flat dispatch rate; no call out fee; no holiday rate differential.**

**Work at base (KLUK) –**

**Tech Labor** – Two techs will be present for all events. AOG labor rate is a flat \$150.00 per hour per technician up to 8 hours per day.

**After-hours / emergency labor** – an additional \$125 per hour per technician will be applied if the work is required urgently or outside of typical business hours.

**Work away from base (KLUK) -**

**Travel Expenses** – as defined; airfare, hotel, rental car, mileage for company truck. Billed with no mark-up. Return travel to techs' homebase will be billed unless techs are called to another job directly afterwards.

**Per Diem** – \$84.00 per day per tech; \$168.00 per day per tech for international jobs.

**Tech Labor** – \$200.00 per hour per tech up to 8 hours per day. Customer can call techs off the job in lieu of waiting on parts. If selected, customer will be charged for roundtrip travel of available techs once parts are received.

**After-hours / emergency labor** – an additional \$125 per hour per technician will be applied if the work is required urgently or outside of typical business hours.

**Shipping & Handling** – 5% of the WO total may be added to cover all common carrier shipping charges. Freight or courier services may incur additional charges. Appears as Shipping & Handling on the first page of the invoice.

\_\_\_\_\_ I acknowledge that I have read and understand the terms above.

*Initial Here*

**Payment Authorization**

A valid credit card is required prior to performing work. Payment is due in full at the time the aircraft is released to the Customer. A 4% Convenience fee for credit card processing will be included on the invoice.

☐ **Credit Card Required (Form following this page)**

By signature below, I certify that I am the owner or owner's agent, and authorize Reynolds Jet and its employees, subcontractors or consultants to perform the inspection, maintenance or repairs described above to include the provision and use of necessary materials required to accomplish the described work scope. I agree to pay Reynolds Jet in full at completion for work authorized unless other arrangements are made in advance. I understand that customer supplied parts and materials must have documentation per the current regulatory guidance and may be subject to a handling fee of 18% of current market value. I understand a consumables charge of 5% of the work order total may be added to all work orders. I hereby authorize Reynolds Jet to charge my credit card for any and all charges associated with the work performed according to the terms provided herein, as well as any additional charges which may arise as outlined in the General Terms and Conditions included on Pages 4 and 5.

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



Quote No:

Customer:

Aircraft Registration:

## Reynolds Jet Management

654 Wilmer Ave.  
Cincinnati, OH 45226 USA

# Credit Card Payment Form

COMPANY NAME: \_\_\_\_\_

### CARD BILLING INFORMATION

Name as shown on credit card: \_\_\_\_\_

Credit Card Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

☐

Visa

☐

MasterCard

☐

American Express

☐

Discover

Card Number: \_\_\_\_\_

Security Code \_\_\_\_\_ Expiration Date \_\_\_\_\_ Keep Card on File ☐

Amount to be charged: \_\_\_\_\_ Include shipping ☐

Quote Number: \_\_\_\_\_

All orders are subject to a 4% processing fee.

By signing below, I authorize Reynolds Jet Management to process a credit card payment in the above amount.

Card Holder's Signature Required: \_\_\_\_\_ Date: \_\_\_\_\_

## GENERAL TERMS AND CONDITIONS

1. **AGREEMENT.** These Terms and Conditions, together with the Work Order Authorization or proposal to which they are attached (this "Agreement"), constitute the entire agreement between Reynolds Technical Services (RTS) and the customer identified on the Work Order Authorization ("Customer") and the exclusive statement of the work to be done and the applicable terms and conditions, and supersedes any prior agreements and contemporaneous oral agreements, of the parties concerning its subject matter.
2. **DEPOSITS.** A deposit, if required, will be requested prior to starting work and will be in compliance with Customer approval.
3. **RATES.** All work will be charged at the customer labor rate indicated on page two (2) of this Agreement. If no rate is provided, all work will be charged at the effective shop and travel rates in which case additional labor charges may be included for overtime and / or holiday time.
4. **TAXES.** The amount of all Federal, State and Local taxes applicable to the sale, use of, or transportation of the parts sold, or the work performed hereunder, and all duties, imports, tariffs, or other levies shall be added to the prices and paid by the Customer, except where the Customer shall furnish the appropriate certificate of exemption. Customer agrees to hold RTS harmless from and against any payment of any taxes.
5. **CONSUMABLES.** RTS may impose a consumables surcharge of up to 5% of work order total on all work orders.
6. **CUSTOMER SUPPLIED PARTS.** RTS reserves the right to impose a handling fee of up to 18% of current market value for any parts or material that are supplied by the Customer. Customer supplied parts and material must have documentation per the current regulatory guidance.
7. **THIRD PARTY CHARGES.** Charges of a third party that provided services or parts in connection with the work, where invoices for such charges were not received until after RTS issuance of final invoice at time of completion for work authorized ("Redelivery") are not included in the quoted price and shall be paid by customer upon demand.
8. **CORES / EXCHANGES.** Customer agrees that if parts are replaced under an exchange basis and the exchange core requires replacement parts not normally required during the overhaul, or if the core is rejected, the Customer shall be invoiced for and shall pay for such replacement parts or additional cost associated with the core unit being beyond economical repair.
9. **EXPENSES.** Customer agrees to pay all expenses incurred by RTS as a result of work performed on behalf of Customer. This includes all travel related expenses for travel to and from the work location, as well as charges levied by the fixed base operator such as hangar fees, aircraft fuel, ground power, escort, etc.
10. **CHANGES.** Any change or additions to the work and in any applicable drawings or designs accompanying this agreement may be made only through the initiation of a request for a change to work. Such changes may affect price and may delay Redelivery. The Customer shall pay any increase in price.
11. **ESTIMATED PRICING.** Estimated pricing is defined to mean an approximate calculation only. The final price may exceed the estimated price. If RTS is unable to provide a final invoice at completion for work authorized, Customer agrees to remit payment based upon an estimated invoice. Supplementary invoices reflecting the actual charges and balances will be submitted to Customer as soon as practicable and will be reconciled with the amounts previously invoiced to Customer and/or paid.
12. **FLIGHT BY RTS.** This agreement does not cover delivery flights, maintenance test flights or any other flights of Customer's aircraft by RTS. RTS does not provide this service.
13. **LIMITED WARRANTY.** RTS warrants to Customers all labor pertaining to the work that shall be performed by RTS in accordance with applicable U.S. Federal Aviation Administration Regulations, RTS standard practices, and industry standard practices. The extent of liability under this limited warranty shall be the repair or replacement of parts as results of RTS failure to perform labor in accordance with standards. The warranty does not extend to manufacturer's parts or any defect existing in the part. The parts warranty, if any, supplied by the part manufacturer will apply. Written notice of any claim for labor and repair or replacement of parts must be given to RTS at its facility within fifty (50) hours or ninety (90) days, whichever comes first.
14. **LIMITATIONS.** The foregoing warranties do not apply to, and RTS does not warrant, parts, materials, components, equipment or services supplied or performed by other companies. Notwithstanding the foregoing, RTS will give Customer reasonable assistance in enforcing Customer's rights under any such supplier and subcontractor warranty provided that Customer shall reimburse RTS for its reasonable costs and expenses incurred in rendering such assistance. RTS warranties do not extend to, and RTS shall not be responsible for, any (a) Customer furnished parts, materials, equipment or components, (b) any installation, part, equipment, component or area that, in RTS's sole determination, has been repaired, altered, misused or subjected to negligence or an accident, (c) failure of Customer or any other operator to perform recommended maintenance, (d) misuse or abuse by Customer or any third party, (e) effects of the environment, such as wind, water, corrosion, etc. or (f) repairs performed by Customer or third parties without RTS's express written consent. **EXCLUSIVE WARRANTY AND REMEDIES.** THIS LIMITED WARRANTY IS EXCLUSIVE AND EXPRESSLY IN LIEU OF, AND RTS HEREBY EXPRESSLY DISCLAIMS, ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, EXPRESS, IMPLIED OR STATUTORY (INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE). WSA'S ENTIRE LIABILITY WITH RESPECT TO THIS LIMITED WARRANTY AND THE WORK SHALL BE LIMITED EXCLUSIVELY TO REPAIRING THE RTS SERVICES DETERMINED BY RTS TO BE DEFECTIVE. IN NO EVENT SHALL RTS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOST REVENUE OR PROFIT, DIMINUTION IN VALUE, AND COST OF REPLACEMENT AIRCRAFT. NO ADDITIONAL WARRANTY OR MODIFICATION OR EXTENSION OF THIS WARRANTY SHALL BE BINDING UPON RTS UNLESS IN WRITING AND SIGNED BY ITS DULY AUTHORIZED OFFICER OR REPRESENTATIVE.

- 15. DELAYS.** RTS shall not be liable for delays in Redelivery or performance of any of the work, or the failure or inability to perform any of the work or to Redeliver the Aircraft or any part of the work, due to causes beyond its reasonable control, including, without limitation, acts of God, pandemic, acts of Customer, acts of any government or military authority, change in the scope of work requested by Customer, condition of the Aircraft, delays in transportation, supply chain delays or shortages or inability due to any other causes beyond its reasonable control to obtain necessary labor, materials, utilities, components or necessary physical facilities. In the event of any such delay, the date of performance and Redelivery shall be extended for a period of time as may be reasonably necessary to compensate for any such delay.
- 16. GOVERNMENTAL AUTHORIZATIONS.** Customer must timely obtain all required governmental authorizations, including import or export licenses and exchange permit. Customer shall remain importer/exporter of record, regardless of whether RTS provides Customer with assistance in this area. RTS shall not be liable if any authorization is delayed, denied, revoked, restricted, or not renewed and Customer shall not be relieved of its obligation to pay for the work, or any other services performed or provided by RTS. All articles, parts or equipment delivered by Customer to RTS shall at all times be in compliance by Customer with all applicable laws, including the United States Export Administration Regulations, International Traffic in Arms Regulations and Customs Regulations. Customer shall not and represents and warrants that Customer, nor anyone acting through or on its behalf, shall not dispose of any item of United States origin provided by RTS other than in full compliance with the foregoing laws and regulations, and to the country of ultimate destination specified in Customer's purchase order and approved government licenses(s) or authorizations(s), except as such applicable laws and regulations may permit.
- 17. INDEMNIFICATION.** Customer shall indemnify and hold RTS and its officers, directors, employees and agents (the "Indemnified Parties") harmless for and against any and all claims, demands, losses, damages, liabilities, costs and expenses (including reasonable attorney's fees and litigation or dispute resolution fees) ("Losses") made or incurred by the Indemnified Parties in connection with the services provided by RTS pursuant to this Agreement, except to the extent such Losses result from the gross negligence or willful misconduct of any of the Indemnified Parties.
- 18. LIMITATION OF LIABILITY.** TO THE FULLEST EXTENT PERMITTED BY LAW, WSA'S LIABILITY ON ANY CLAIM OF ANY KIND, INCLUDING GROSS NEGLIGENCE, FOR ANY LOSS (INCLUDING DEATH) OR DAMAGE ARISING OUT OF, CONNECTED WITH, OR RESULTING FROM THIS AGREEMENT, OR FROM THE PERFORMANCE OR BREACH THEREOF, OR FROM THE MANUFACTURER, SALE, REDELIVERY, RESALE, REPAIR OR USE OF ANY PARTS, EQUIPMENT, COMPONENTS OR SERVICES COVERED BY OR FURNISHED UNDER THIS AGREEMENT SHALL IN NO CASE EXCEED THE COST OF REPAIR OR REPLACEMENT OF THE APPLICABLE PART, EQUIPMENT, COMPONENT OR SERVICES WHICH GIVES RISE TO THE CLAIM. ANY SUCH LIABILITY SHALL BE CONDITIONED ON CUSTOMER PROVIDING PROMPT WRITTEN NOTICE TO RTS OF ANY CLAIM AND, IN ANY EVENT, WITHIN ONE YEAR FROM THE DATE OF OCCURRENCE OF THE CLAIM (EXCEPT FOR WARRANTY CLAIMS, WHICH ARE GOVERNED BY THE PROVISIONS OF THE RTS LIMITED WARRANTY), UNLESS THE PARTIES HAVE AGREED IN WRITING TO A DIFFERENT CLAIM PERIOD. IN NO EVENT SHALL RTS BE LIABLE FOR SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE, OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOST REVENUE OR PROFIT, DIMINUTION IN VALUE, AND COST OF REPLACEMENT AIRCRAFT OR FOR ANY DAMAGES ARISING FROM OR RELATED TO ACTS OF WAR OR TERRORISM.
- 19. ATTORNEY FEES.** The prevailing party in any proceeding (including any court, arbitration or mediation proceedings) to exercise any remedy under or otherwise enforce any term or condition of this Agreement shall be entitled to all of its reasonable costs and attorneys' fees incurred in connection therewith (including court costs and fees and costs of experts and other professionals) in addition to any other relief available in law and in equity.
- 20. APPLICABLE LAW.** This Agreement shall be interpreted in accordance with the law of the state where the work is accomplished, without regard to conflicts of law principles. The parties consent and hereby submit to the exclusive jurisdiction of the state courts located in the county and state where the work is accomplished for a determination of any and all issues between them relating to this Agreement. Customer hereby expressly waives the right to a jury trial in any and all proceedings, any and all objections to venue and inconvenient forum in the state courts referred to in this section, and any and all rights to remove any action to the United States District Courts.
- 21. REPRESENTATION OF AUTHORITY.** THE PERSON SIGNING THIS AGREEMENT (OR AUTHORIZING ANY AMENDMENT OR SUPPLEMENT TO THIS AGREEMENT OR THE WORK) REPRESENTS AND WARRANTS THAT SUCH PERSON (AND ANY ENTITY ON WHOSE BEHALF SUCH PERSON IS SIGNING AS AGENT OF CUSTOMER) IS DULY AUTHORIZED TO ACT AS AN AUTHORIZED AGENT OF CUSTOMER AND THE OWNER OF THE AIRCRAFT (IF CUSTOMER IS NOT THE OWNER), AND HAS FULL POWER AND AUTHORITY TO SIGN THIS AGREEMENT ON BEHALF OF THE NAMED CUSTOMER AND TO BIND CUSTOMER AND THE OWNER OF THE AIRCRAFT TO ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT, AS MAY BE AMENDED OR SUPPLEMENTED.
- 22. SUBSTITUTIONS.** Subject to the approval of Customer, such approval not to be unreasonably withheld, RTS reserves the right to incorporate changes to the work as deemed necessary by RTS to avoid delays or improve product control, performance, reliability, stability, utility, manufacture or appearance of the Work.
- 23. PMA PARTS AND REMOVED PARTS.** Customer agrees that FAA PMA approved parts may be used, unless otherwise agreed in this Agreement. Any parts or assemblies permanently removed from the Aircraft as part of maintenance or modification events will become the property of RTS upon their removal, unless otherwise specified in writing and agreed by both RTS and Customer.
- 24. MISCELLANEOUS.** Pricing stated herein is good for a period of 30 days from the date of this proposal. Pricing may or may not include an agency or finder's fee of a third party. No amendment of, or waiver of a right or requirement under, this Agreement will be binding upon RTS unless it is in writing and signed by RTS, or in electronic transmissions between the parties and confirmed by RTS, and any such waiver shall not constitute a waiver of any subsequent right or requirement unless so specified. If a provision of this Agreement is unenforceable, this Agreement will be construed as if the unenforceable provision were omitted. Failure by a party to assert any right under this Agreement shall not be a waiver of such right and no waiver shall be implied from the acceptance of any payment or service. No written waiver of any right shall extend to any subsequent similar or dissimilar breach. In the event of a conflict between this Agreement and any other agreement between RTS and Customer with respect to the subject matter hereof, the terms of this Agreement shall prevail. The titles and subtitles given to Sections of the Agreement are for convenience only and shall not limit or restrict the context of the Section to which they relate. The provisions of this Agreement are for the benefit of the parties and not for the benefit of any other person.