



## TERMS & CONDITIONS OF SALE

1. Pioneer Aero Supply (PAS) will honor price quotes for 7 days unless the unit is sold in the interim.
2. Order Minimum is \$250 per Purchase Order.
3. Prepaid orders (credit card, wire transfer, etc.) are subject to a 2 business day processing limit, after which the sale may be canceled. Once PAS receives the prepayment, the customer shall provide complete shipping instructions within 10 business days. If shipping instructions are not received within this time period, Pioneer Aero Supply reserves the right to cancel the order. In the case of such a cancellation, a 25% restocking fee shall apply.
4. Once the part is handed to the customer's carrier, any damages, losses, or delays incurred during transit will be borne by the buyer. Pioneer Aero Supply accepts no responsibility for packages lost or damaged by a carrier, courier, or third-party handlers.
5. If the part is to be returned unused for credit, an RMA must be requested within 7 days of the Invoice date and clause 6 will apply.
6. Any part that was dispatched and approved for return for credit after 7 days is subject to a 25% restocking fee as well as any associated logistic fees.
7. Returned parts will not be accepted without an RMA issued by PAS.
8. If a credit RMA is granted, the full original paperwork must be returned with the unit, along with a Non-Usage Statement, if applicable. An RMA will not be granted for a part that has been installed or operated in any way, unless it is for warranty consideration.
9. Returned parts must be received at PAS within 5 calendar days from the issuance date of the RMA with all original documentation, along with a copy of the RMA. The part should be packaged properly, according to ATA Spec 300, to protect it from any rough handling or in-transit damage. PAS reserves the right to reject the returned part and cancel the RMA if these conditions are not met.
10. Where parts are sold (in any condition) and subsequently sent by the customer to a shop for evaluation, the payment shall be made by the customer on the due date defined within the PAS Invoice, regardless of the time required for a repair evaluation and/or repair fee determination.
11. All fees incurred on core repairs are chargeable with a 10% handling fee in addition to the incurred repair charges.
12. A. Customer conversion from exchange to outright: If an exchange gets converted to "outright", any exchange and/or late fees incurred prior to the conversion to outright will still stand. The authorization to convert from exchange to outright is at the sole discretion of PAS.  
B. BER cores: If a core is deemed BER at the shop, the customer will be responsible for all exchange and/or late fees plus any handling fees as per clause 11 and the transaction will be converted to outright.  
C. Core disposition: If the BER Customer core is not collected within 14 days or after 3 contact attempts (whichever is later) we reserve the right to scrap the core onsite and invoice the customer for any scrapping cost incurred. To avoid the item being scrapped onsite, customers must authorize the use of a functional shipping account and provide: Carrier Name, Account Number, Billing Contact, Specific Shipping Instructions as applicable.
13. Where parts are returned under RMA for warranty consideration, the customer is responsible for all logistics fees to Pioneer and to and from the shop until warranty is confirmed.  
A. If warranty is confirmed, the customer will be provided with a credit note for the applicable costs and the unit will be returned to the customer after the completion of warranty repairs.  
B. If warranty is denied and no fault found (NFF), the shop quotes will be provided to the customer together with the NFF report, and the customer will be responsible for the associated costs. The shop quotes will be determined as approved 48 hours after being provided to the customer.  
C. The repair shop or vendor may cover a warranty repair but the part may need additional related repairs that are not covered under the warranty. In such cases, any related costs associated with customer-induced damage will be billed to the customer. If additional related repairs are not customer-induced, they will be evaluated on a case-by-case basis.

14. Upon agreement that the part is eligible to be scrapped off-site as opposed to returning a part to PAS, a Scrap Certificate shall be provided to PAS within 15 calendar days from the issuance date of the RMA. The Scrap Cert shall, at a minimum, include the Part Number, Serial Number (as applicable), description, date the part was scrapped, and signature from the scrapper. No credit note will be issued or invoice paid prior to the receipt of the applicable scrap certificates.
15. Any applicable credits or refunds will be issued upon final closure of the RMA.
16. Replacement parts require a new purchase order and are treated as a separate transaction.
17. Warranties: Unless otherwise specified contractually with PAS, the warranty offered is as follows:
  - a. Factory New – 1 Year from Tag Date
  - b. Overhauled – 1 Year from Tag Date
  - c. Repaired – 6 Months from Tag Date
  - d. New Surplus – 30 Days from the Invoice date
  - e. Inspected and/or Tested – 30 Days from Tag Date
  - f. For units with tags older than 18 months, regardless of condition, and as long as the warranty for the respective condition is not shorter - 90 Days from the Invoice date
  - g. For units with tags older than 36 months, regardless of condition, no warranty will be provided.
  - h. As Removed, or parts sold for under \$500 each, are sold As-Is and have no warranty.
18. Functional testing and/or manual inspections by the customer or during a subsequent shop visit after delivery from PAS shall void our warranty unless otherwise agreed upon.

### **TERMS OF PAYMENT**

1. NO personal checks are accepted for any order.
2. NO business checks are accepted without approved terms.
3. For first time orders, PAS will accept certified funds only: Wire, ACH, Credit Card (fees may apply, please see below for details).
4. COD Purchase Orders are not accepted.
5. Invoices not paid within 30 days of the date of the invoice are subject to a 2% late payment fee per month and shall be applied to the outstanding balance until such time as full payment is rendered.
6. The purchaser is responsible for all bank or wire fees from their home bank. The full USD amount invoiced should be paid to PAS.
7. Any payments or funds that are returned for reasons of insufficient funds will incur an "NSF Fee" of \$35.
8. All customers initiating or making a wire payment for prepaid orders or invoices must include a \$35 wire processing fee.
9. For Credit Card payments, 4% of the total order amount will be added as a Credit Card Fee. We use PayPal to securely accept credit cards. The 4% fee is required to cover fees absorbed by PayPal for the use of the platform.

### **OTHER FEES**

1. An AOG Fee of \$250 will be applied to any orders placed outside of US and UK shipping hours, which are posted on the PAS website.
2. Hazmat/Dangerous Goods Fee: \$250
3. In the event Pioneer Aero Supply is forced to pursue collection and/or legal action for unpaid invoices the customer is responsible for all legal and collection costs/fees that are incurred as well as any finance charges, late fees, or NSF fees.

### **TERMS & CONDITIONS OF EXCHANGE**

1. See the current PAS Exchange Agreement Form for Terms and Conditions of Exchange
2. For first time exchanges or customers with prepaid terms, a deposit is required. First time customers and prepaid customers must provide a certified funds deposit of the full outright amount before the part can be released to ship.

## **COMPLIANCE STATEMENT**

The issuance of a purchase order to Pioneer Aero Supply constitutes acceptance of the terms and conditions stated herein, as well as agreement to comply with all applicable Export Administration Regulations. An up-to-date annual end use agreement must be on file for each customer prior to shipment. For any export controlled part that is first shipped domestically from Pioneer, the export license acquisition is the responsibility of the purchaser and, where required, shall be obtained from the Bureau of Industry and Security.

## **TERMS & CONDITIONS OF PURCHASE**

1. PAS reserves the right to cancel a Purchase Order for any parts, products, or services within 7 days.
2. All Parts and accompanying documentation are subject to PAS inspection and acceptance at its own discretion. If a product is rejected, PAS withholds the right to either; i. Return the product free of charge. ii. Accept the product with an agreed to price reduction. iii. Request a replacement, free of charge.
3. All Parts shall be accompanied with documentation showing full chain of custody (trace) back to the certificated source identified by the Purchase Order requirements, as well as a signed statement of non-incident from the certificated source. The non-incident statement shall contain the following or similar wording: We certify that the part was not obtained from any government or military source nor was it subject to extreme stress or heat (as in major engine failure, accident or fire), or immersed in saltwater. Products obtained from a Government, Military, or Private source will not be accepted without prior approval.
4. Parts supplied in a Serviceable (Modified, Inspected, Tested, Repaired, Overhauled or Rebuilt, etc.) condition must be accompanied with an original Airworthiness Certificate, as specified by the PAS Purchase Order requirements, substantiating the material's condition. For all serviceable material, a shop report describing the maintenance activity in greater detail is required unless otherwise specified in the Purchase Order requirements.
5. Where an original Airworthiness Certificate is provided, the data used for maintenance and issuance of the Return/Release To Service shall not deviate from the current manufacturer's Maintenance Manual or Instructions for Continued Airworthiness (No DER, IEN, ORI etc.) without explicit written approval provided by the Purchaser.
6. If the quantity ordered is less than the full quantity indicated on the Airworthiness Certificate, a True Certified Copy shall be provided in the event the original cert must be retained.
7. Unless otherwise specified and agreed to in the PAS Purchase Order, Parts in Serviceable (repaired, inspected, tested, inspected/tested, etc.) condition shall be warrantied to PAS for at least 6 months from the date of the Airworthiness Certificate. Parts in Overhauled or New condition shall be warrantied to PAS for at least 1 year from the date of the Airworthiness Certificate.
8. Parts will not be accepted, where inadequate documentation is provided to establish objective traceability back to the certificated source, as specified in the PAS Purchase Order.
9. Where a part has been determined to be BER (Beyond Economical Repair) by a Certified Repair Station, from either the absence of repair methods or available repair methods more costly than the product's current market value and/or agreed upon repair cap, PAS reserves the right to return the unit to the supplier.
10. As Removed (AR) parts must be sold as "guaranteed repairable". AR parts will not be fully approved and accepted until they have been sent to a certified repair station for proper inspection and evaluation.
11. Inspection/evaluation of As Removed material: Adequate time must be given by the supplier for PAS to have the material fully evaluated to determine its acceptance. PAS will do its best to have the material inspected and a disposition provided within 30 days from the date of shipment.
12. Where an RMA is requested for the return and credit of Product, it shall be provided within seven (7) business days or the product will be shipped back to the supplier without the benefit of having an RMA.
13. Shelf-life sensitive parts must be clearly identified prior to purchase and the expiration date clearly marked on the part and/or documented. Any parts that require periodic shop visits must also be identified with the date the next shop visit is due. Shelf-life expired material or parts that are overdue for shop visits will not be accepted unless properly disclosed by the supplier and agreed upon by the purchaser.
14. Life Limited Parts (LLP) must have full back-to-birth documentation (installation at Zero Cycles or New Condition) as well as the current life status (Times and Cycles) certified by the last regulated source.
15. Engine parts are required to have trace back to an Engine Serial Number (ESN).

16. Interchangeable or alternate parts are not accepted without explicit prior written approval by PAS.
17. The packaging of parts shall be appropriate for the material being shipped and adequately protect the unit(s) from any rough handling or in-transit damage that may occur.
18. Please ensure the provided shipping instructions are followed. In the event that the shipping instructions must be updated, any deviations must first be approved in writing by PAS. PAS will not be responsible for additional costs incurred from shipping errors and may pass these costs onto the Supplier.
19. Any information on or related to the Purchase Order shall be confidential.
20. Where necessary, suppliers shall flow down the requirements specified by the PAS Purchase Order, as well as PAS Terms and Conditions to any external providers.
21. Acceptance of a PAS Purchase Order provides right of access by PAS, our customer(s), and/or regulatory authorities to the applicable areas of all facilities, at any level of the supply chain, involved in the order, and to all applicable records.
22. The supplier shall notify PAS of any nonconformities affecting product supplied to PAS and notify PAS of any major changes to the supplier's QMS which may affect product quality.
23. A Quality Management System, appropriate for the size and scope of the organization, shall be implemented, which includes processes for the prevention of suspected unapproved parts and counterfeit parts as well as awareness of the supplier's contribution to product/service conformity, product safety, and the importance of ethical behavior.
24. Records relating to products supplied to PAS shall be retained for a minimum of 2 years from the date of sale.
25. Acceptance of a PAS Purchase Order constitutes acceptance of the terms and conditions stated herein.