



900 Truman Parkway Drive

Bay City, MI. 48706

Office: 989-684-2121

Fax: 989-684-4486

Terms and Conditions, Warranty Policy, and Returns

Terms and Conditions

Billing Terms

Aerospace America's standard terms are COD unless a warehouse distributor has been previously approved for open account. Open account status will require an appropriate credit application approved and on file at Aerospace America Inc.. Open account terms are Net 30. Credit memos will be deducted from the gross amount due. No cash refunds will be given against open credit balances. Any credit balances must be offset by future purchases. All costs, charges and other fees related to export shipments and/or letters of credit shall be paid by the customer.

Freight Terms

The FOB shipping point for Aerospace America Inc. is Bay City, Michigan. Freight terms will be at the direction of the customer. Prepaid freight orders will be made on a common carrier of our choosing. Back orders will be shipped with the next qualifying order unless special arrangements are made by the customer.

Aerospace America Inc. will make UPS, FedEx, Airfreight, or Parcel Post drop shipments for its open account warehouse distributors subject to the following condition: The distributor will be responsible for all charges incurred by a refused shipment. A 20% restocking charge will be charged to the distributor.

Warranty

90 Day Warranty from Aerospace America, Inc.

1. Aerospace America Inc. warrants for 90 days, to the original customer of its products that they are free from defects in material and workmanship. Subject to the conditions and limitations set forth below, Aerospace America Inc. will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials.

2. Removal and/or defacing of Serial/Part number sticker(s) on ANY products WILL void ALL warranties.
3. Customer must call Aerospace America Inc. to obtain an RMA number before return authorization will be granted.
4. Products can not be sent back to Aerospace America Inc. once they are contaminated with hazardous or toxic substances. Contaminated products will be refused at the door.
5. ALL defective products sent in for RMA replacement MUST INCLUDE A COPY OF THE ORIGINAL INVOICE/RECEIPT. (Products NOT including invoice/receipt will be returned to the customer at customer's expense).
6. This limited warranty does not cover any damage to this product that results from improper installation, accident, abuse, misuse, natural disaster, external/internal corrosion, electrolysis, abnormal mechanical or environmental conditions, or any unauthorized disassembly, repair, or modification. This limited warranty also does not apply to any product on which the original identification information has been altered, obliterated or removed, has not been handled or packaged correctly, has been sold as second-hand or has been resold contrary to the US export regulations.
7. This limited warranty covers only repair, replacement or refund for defective Aerospace America Inc. products, as provided above. Aerospace America Inc. is not liable for, and does not cover under warranty, any costs associated with determining the source of problem. Aerospace America Inc. shall not be liable for any consequential or incidental damages of any kind resulting from the order or use of its products. These damages include reimbursement of the original purchase price, loss of the use of a vehicle, loss of time or inconvenience, rental of a replacement unit and any other special, incidental, consequential, or punitive damages. Aerospace America Inc.'s sole obligation will be to repair or replace its product.
8. This warranty is void if the product is used for anything other than its intended use.
9. This warranty does not cover claims for any damages caused to persons or equipment.
10. This warranty is limited to the original purchaser and is not transferable. If the product is re-sold, or otherwise transferred, the above Limited Warranty is void.

Returns

Return Merchandise Authorization Procedure for Defective Material

Please contact Aerospace America Inc. to obtain a Return Merchandise Authorization (RMA) number in the event that you need to return an item for replacement or service.

Do not return any product(s) until you have received an RMA number. Aerospace America Inc. reserves the right to refuse shipments that do not have a valid RMA number.

Defective Material: All products must be sent in secure packaging to avoid any shipping damages. Please call (989) 684-2121 to obtain an RMA number. Aerospace does not repair or accept returns of units that have been used in the field.

Distributor Stock Adjustments: All material must be in original, unopened packaging and a 15% restocking fee will apply. Material must be less than 1 year old and return shipping will be covered by the distributor. Offsetting orders are at the discretion of Aerospace America.