



Avgroup Exchange Policy

Exchange prices are quoted on the basis that the customer will return cores of the same part number as invoiced, in normal, repairable condition, in compliance with any applicable F.A.R.'s, and will include complete traceability data including aircraft registration, time on/off, cycles, etc, and will include a squawk and be signed by a certified technician or corporate officer.

If an acceptable core is not received within thirty (30) days of date of invoice, the entire applicable core charge will be billed to the customers account.

If an acceptable core is received over forty-five (45) days past date of invoice, the acceptance of the core will be at the sole discretion of Avgroup.

AVGROUP, Inc. (hereinafter "Avgroup") reserves the option to reject any returned units that have been damaged from external causes such as fire, crash, submersion, cannibalization, inept repair, abnormal wear, etc.

If abnormal damage is found, either at the time of exchange or later during overhaul, the exchange price will not be applicable. Instead, the customer will be invoiced on a time and material basis for the abnormal work actually performed, plus the cost of the exchange unit.

If an exchange core is found to be Beyond Economical Repair, the customer will be invoiced for the core charge listed on the original invoice.

Avgroup Return Policy

Any unit purchased from Avgroup stock may be returned for credit, provided that it is returned sealed (in it's original, unopened, undamaged packaging, with all documentation, just as it left Avgroup), via appropriate shipping methods.

Any sealed unit returned will be subject to a twenty percent (20%) re-stocking fee.

For any unit returned more than forty-five (45) days from the date of purchase, acceptance and any return credit will be at Avgroup's discretion and may incur up to a 100% restocking fee.

Special-order units (units purchased by Avgroup from a third-party vendor for a specific customer) are generally not returnable, however, if such a unit is returned and accepted, Avgroup reserves the option to invoice the customer for any restock fees charged by the third-party vendor to Avgroup, regardless of the return date.

If a unit is returned unsealed, any costs incurred in the recertification of that unit to the condition stated on the original invoice, plus any applicable restock fees, will be deducted from any refund or will be invoiced to the customer.

Recertification fees will apply to any unsealed units returned without regard as to whether the unit was actually installed or otherwise used.