



DFW INSTRUMENT, LLC

EXCHANGE/ CORE AGREEMENT

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ADDISON, TX 75001
PHONE: 214-217-7600
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Thank you for your business! DFW Instrument, LLC has produced this document in order to help its customers understand our exchange program and it's associated policies. DFW will ship the exchange unit per the customer's instructions and honor the price and warranty as quoted at the time of sale. The customer in turn, agrees to the following:

Company Name: _____ **Contact Name:** _____ **Phone #:** _____
Email: _____ **Customer P.O #:** _____ **A/C Tail #:** _____ **S/N:** _____
Description: _____ **Part Number:** _____ **Serial Number:** _____
Exchange Fee: _____ ***Cost:** _____ **Outright Price:** _____ **Core Return Date:** _____

The core charge will be collected upfront from all domestic customers without Net 30 terms or if the core value is over \$2,500.00. International customers will be charged upfront. If payment preferred is credit card, two separate transactions will occur. One charge for the exchange and one pre-authorization for the core. Customers can send a core upfront instead of paying for the core.

Terms and Conditions: The exchange fee is based on a good repairable core. In the event the exchanged item exceeds normal overhaul, a supplemental invoice will be sent covering additional charges. If an exchanged unit is deemed not repairable, customer will pay full replacement price. All sales are final after 15 days of transaction and core returns are due within 15 days. For international shipments there is a 30 day transaction time due to customs. **We reserve the right to any additional exchange fee or outright charges per our discretion if the core is not returned on time.**

Acceptable Cores: The customer is required to return a good repairable core unit with the exact same part number which has not been subject to incident related damage or any unusual stress or heat. The core must be accompanied with a certificate of origin that includes traceable documentation to an FAA part 121, 129, or 135 certified Air Carrier or the Original Equipment Manufacturer (OEM). If a core is received with any damage, needs additional parts not routinely replaced during an overhaul or is lacking modifications, the customer agrees to pay for the replacement parts in addition to the exchange price.

Exchange Returned Unused: Unused returned exchange units must be received within (5) business days of purchase date and must be returned in unused condition in its original unopened packaging. An R.M.A is required when returning your unit, please notify your sales representative at DFW Instrument, LLC so that they can approve and issue an R.M.A. There will be a 20% restock fee. Custom charges, import duties, broker fees and other related charges are the responsibility of and must be paid by the customer. DFW Instrument, LLC reserves the option to invoice the customer for any costs incurred in the recertification of any unit returned for credit. No discounts applied.

Exchange Returned Used: If an exchange unit is returned used and through no fault found with it, the customer is obligated to pay the recertification fee regardless of DFW Instrument, LLC or manufacturer. The unit may also be subject to a 20% restock fee.

Warranty Returned: If a unit is returned due to failure, DFW Instrument, LLC will evaluate the unit before issuing a credit. If the unit is determined to be faulty, the customer can then choose a warranty exchange at no charge (upon availability) or receive full credit. DFW will cover Ground or 2 day outgoing shipping service for domestic orders. The customer is responsible for any other shipping methods if quicker shipping service is desired. International shipment are excluded. For more details see DFW Warranty Policy available www.dfwinstruments.com

Core Bill Back: Upon evaluation if the core returned needs additional parts over and above the normal overhaul the customer is responsible to pay for the cost of the repair. The customer will be issued a core bill back invoice along with a core tear down report. At the time, the customer may return another repairable core within (5) business days or the core bill back invoice must be paid within (5) business days, the customer will be automatically billed the billed back fee. If the bill back fee is generated and the customer ops out to send in a repairable core meeting DFW's requirements, **the core remains as DFW Instrument's property.**

B.E.R Cores: If the core is deemed Beyond Economic Repair (B.E.R) or the repair costs exceeds the core charge, the customer may return another repairable core within (5) business days. If another repairable core is not received with in (5) business days, the customer will be automatically billed the outright cost.

ALL RETURNED CORES MUST INCLUDE THE PART # AND SERIAL # OF THE CORE, TAIL # AND SERIAL # OF THE AIR-CRAFT FROM WHICH THE CORE WAS REMOVED AND A DETAILED DESCRIPTION OF THE FUALTS REPORTED.

Tracking information for the core should be emailed to dfwaccouting@dfwinstruments.com or faxed to 214-217-8307 at the time of shipment.

Customer agrees that ownership of the exchange unit shall remain with DFW Instrument, LLC until a valid core is returned and all fees are paid. Customer agrees to deliver a valid core to DFW Instrument, LLC as required by this agreement. I have read the General Terms and Conditions stated above and agree to all of the terms and conditions.

Authorized Signature: _____ Title: _____

Printed Name: _____ Email: _____