

WARRANTY POLICY

Customer MRO Repairs

All items "Repaired" or "Inspected" by Southeast Aerospace for customers include a 90 day standard warranty unless extended by the MRO Department in writing. During this warranty period, Southeast Aerospace guarantees the performance and workmanship of the replacement parts and repairs which were carried out on the specific repair work order. Items in which no repair or parts replacement was performed are considered to be simply function tested or bench checked and do not include warranty.

Customer MRO Overhauls

All items "Overhauled" by Southeast Aerospace for customers include a 6 month standard warranty unless extended by SEA Repair Department in writing. During this warranty period, Southeast Aerospace guarantees the performance and workmanship of the replacement parts and repairs which were carried out on the overhaul work order.

Overhauled and Serviceable Units sold by Southeast Aerospace

Warranty periods on pre-owned, overhauled (OH) and serviceable (SV, SVC) units sold by Southeast Aerospace vary depending on the item. Consult your salesperson regarding the length of warranty for a particular item at the time of purchase. In most cases, the warranty period will be indicated on the quotation prior to a sale. If a unit sold by Southeast Aerospace should experience a normal failure during the warranty period, then SEA will either repair or replace this unit at its option.

New Units sold by Southeast Aerospace

All new units carry the Original Equipment Manufacturer (OEM) warranty. The warranty period begins on the date of receipt by the customer. These warranties are subject to the terms and conditions of the OEM. Please contact the Southeast Aerospace Warranty Administrator for individual OEM warranty policies. In some cases, Southeast Aerospace cannot supply replacements for New units unless available from the manufacturer at such time when a claim is made. If a unit is not available from the manufacturer, Southeast Aerospace can only offer warranty repair consideration for the item. All warranty claims on new units must be made through the Southeast Aerospace Warranty Administrator. Southeast Aerospace is not responsible or liable for any actions, activities, or costs should you choose to bypass Southeast Aerospace in the warranty process and contact with the OEM direct.

PLEASE NOTE

All warranty periods for items from Southeast Aerospace are effective from date of Southeast Aerospace invoice unless arranged otherwise by the customer and Southeast Aerospace prior to receipt of the item by the customer.

Cost of removal and installation of any unit that includes warranty from Southeast Aerospace will be at the customer's expense. Southeast Aerospace offers complimentary UPS Ground shipping for domestic warranty claims and Economy service for international warranty claims. This complimentary shipping service is only valid for shipment to the address on the original sales transaction and not to a drop ship address. All other shipping arrangements are at the responsibility of the customer. Any and all customs duties or taxes are the responsibility of the customer. Labor costs, aircraft downtime, loss of revenue or any other additional collateral costs are not covered under the warranty policy unless otherwise stated in writing or with prior written authorization by Southeast Aerospace Management. Customer is subject to billing of charges including but not limited to transportation and evaluation for items where no fault is found.

Southeast Aerospace will not honor warranty consideration for items that have experienced defects or failures from misuse, improper handling, improper installation or improper packaging. Please note that warranty seals have been placed on items to ensure that items are in the same internal state as when shipped to the customer. If these seals are tampered with, all implied and expressed warranties from Southeast Aerospace are null and void without exception. Furthermore, Southeast Aerospace will not honor warranty repair work that is not performed at our facility. By shipment of a unit sent to Southeast Aerospace for warranty consideration, you are agreeing to the terms and conditions of this Warranty Policy. If any part of these statements regarding Southeast Aerospace's warranty policy should not be understood or not in accordance with customer expectations, please contact the Southeast Aerospace Warranty Administrator, Mike Liles, at 321-255-9877 ext. 237 or mike.liles@seaerospace.com.