

Component Return Policy (add to quotes, sales and packing list documents)

The policy of Volo Direct for the return of components purchased is as follows. Details of this policy can be provided by any salesperson, customer service representative or found on our website.

- (i) NEW, NS, OH, REP, and TST certified components accompanied by an FAA Form 8130-3 or equivalent are eligible for return for 90 days from date of invoice.
- (ii) INS/SV certified components accompanied by an FAA Form 8130-3 or equivalent are eligible for return for 60 days from date of invoice, if it failed after installation on an aircraft. Volo Direct reserves the right to replace the defective component if another is available. If no replacement is available, a full refund/credit will be issued for the defective component upon its return to Volo Direct.
- (iii) AR components that are not accompanied by an FAA Form 8130-3 or equivalent are certified repairable, 30 days from date of invoice. Refunds/credits will be issued only if a work order or teardown report is provided by an approved FAA repair station and the component is declared BER. Volo Direct must be advised of component malfunction within 30 days of invoice. No other warranty is implied.
- (iv) Engines and APU's are guaranteed on install. Valid for 15 days from shipment.

Component returns will not be processed without an RMA. Components returned not due to cause are subject to a 25% restocking fee.

Detailed Return Policy (add to website and give to sales and customer service personnel)

Volo Direct Component Return Policy

Definitions:

New- New - previously unused; no operating times or cycles

NS- New Surplus - previously unused; no operating times or cycles, *servicing obsolete inventories*

OH- Overhauled - component has been certified by an FAA approved repair station in accordance with the guidelines of the component maintenance manual

REP- Repaired - component has been repaired by an FAA approved repair station in accordance with the guidelines of the component maintenance manual *but not overhauled*

INS- Inspected - component has been removed from an aircraft, engine or accessory and *visually inspected* by an FAA approved repair station and certified for service

TST- Tested- component has been tested in accordance with the manufacturers manuals and operates to meet the intended purpose of the component

SV- Serviceable - the component has been removed from an aircraft, engine or accessory and *operationally checked* by an FAA approved repair station and certified for service

AR- As removed - component is not tagged with an FAA Form 8130-3 or equivalent; however, the component can be sent to a certifying MRO for serviceability determination

RMA- Return Materials Authorization - used whenever a component is returned, either for cause or restocking

Component - any aircraft part that is purchased and identified with a part number. It can be an individual component or as complex as an assembly with multiple sub-assemblies.

Assemblies will be accompanied with one certifying document: FAA Form 8130-3 or equivalent. If a sub-assembly component of an assembly fails within the component return policy period, then the buyer will notify Volo Direct and open a dialogue for rectification.

In all cases, the component return policy will be honored in the event of technical failure to the purchased component. If a component fails due to improper troubleshooting, workmanship at installation, operations procedures outside the mandated parameters of the manufacturer's manuals or any other failure caused by an outside source other than the purchased component, then the return policy will be null and void. Any component in OH or REP certified condition at time of sale will carry any remaining warranty life from the overhaul or repair vendor, or 90 days from date of invoice, whichever is greater, except for engines and auxiliary power units, which will have the remaining vendor warranty or 15 days from date of shipping.

All aspects of the Volo Direct component return policy are time limited for a claim. All time limits begin on the date the invoice was issued by Volo Direct.

When a claim to return a component for cause is made, Volo Direct will research its current inventory levels for that component part number and will replace the defective component. A return materials authorization (RMA) will be issued by the sales person. A copy of this form must accompany the returned component and include any additional paperwork that supports the reason for failure. If Volo Direct does not have a replacement component available, then, upon receipt of the failed component and associated paperwork, a full refund/credit for the purchase price will be issued. If a replacement component is available and the customer declines the replacement, there will be a 25% restocking fee charged for the transaction. Any refund/credit will be processed after receipt by Volo Direct of the returned component.

Components that are purchased in the as-removed (AR) condition are guaranteed to be repairable. Refunds/credits will be issued only if a work order or teardown report is provided by an approved FAA repair station declaring it is BER. Volo Direct must be advised of component malfunction within 30 days of invoice.

INS/SV components are not eligible for refund/credit if, after purchase, the component is subjected to an inspection or operational certification greater than a standard in-coming component inspection used for all other components. This includes bench checks, NDT inspections or servicing by an outside vendor.

Return Materials Authorization (RMA) form MUST accompany any returned component, regardless of the reason for return. If the component is returned for other than cause, i.e. part is no longer needed, then a restocking fee of 25% of the purchase price will be charged. If a component is returned for cause, i.e. failure when installed on an aircraft, physical damage upon receipt, and there is no replacement component available, then there will be no restocking fee as long as the component is accompanied with a completed RMA form. Components will not be processed without a completed

RMA form and all original paperwork from Volo Direct; the sale will be considered final. You must contact Volo Direct to start the RMA process and receive the correct paperwork from the seller. Any refund/credit will be processed after receipt by Volo Direct of the returned component.

All exchange transactions will require a return of a core component. Any core returns must have a completed core return form. The core must be of the same part number and modification status, unless previously approved in writing prior to the sale of the component. Core return forms can be found on the Volo Direct website.