Rev. April 2016

RETURNS AND WARRANTIES POLICY

1) RETURNS:
   - Returns will be considered for defective parts, shortages or discrepancies as agreed on UNO Aviation's Sales Order.
   - All returns must be pre-approved by UNO Aviation who will assign a RMA (Return Material Authorization).
   - Any return without a pre-approved RMA will be denied and returned to the shipper with freight collect.
   - All Requests for Return of parts must be made in writing up to 30 days of date of shipment to customer.
   - All costs resulting in returns will be subject to a restocking fees.
   - Any part removed from a preciously sealed or protective packaging, or installed in an aircraft will also incur in re-certification fees.
   - All returned items must return with the original box and Certification documents. Failing in doing so will occur in no credit being issued.
   - Customers is responsible for notifying the carrier and submitting the necessary and correspondent freight claims for any damage resultant from shipping.

2) WARRANTIES:
   - All warranties given by UNO Aviation's suppliers will be honored and forwarded to its customers.
   - If needed, customer must request UNO Aviation for the given warranty periods prior to placing the Purchase Order.
   - UNO Aviation or it's vendors are not responsible for costs incurred during the installation, removal or shipping of failed parts.
   - All return of warranties must be pre-approved and follow the above policies in the "Returns" item.
   - All warranties are to be returned "Pre-Paid".
   - All Warranties are subject to inspection and final approval by UNO Aviation's vendor.
   - To request a warranty, please send us an e-mail with a Technical Report (in English) signed by responsible mechanic, describing the part problem.

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