



## KITCHENER AERO AVIONICS LTD.

### COMPONENT REPAIR WARRANTY POLICY

#### **BACKGROUND:**

Kitchener Aero Avionics Limited (hereinafter referred to as Kitchener Aero) provides a 90 day limited warranty on in-house component repairs.

The warranty is limited to the work accomplished at the previous component repair by Kitchener Aero personnel only. *No customer or third party labour reimbursement, troubleshooting, loaner/rental units or any other losses* are included. All warranties are strictly FOB Kitchener Aero's hangar 9 facility in Breslau, Ontario – shipping and brokerage charges are not included.

This warranty does not apply to products that had their warranty seals removed or have been tampered with or altered in any way. In addition, Kitchener Aero does not warranty damages caused by shipping, improper handling or installation.

#### **KITCHENER AERO RESPONSIBILITY:**

**Warranty Claim:** Kitchener Aero is responsible for reviewing the customer's warranty request for the actual labour time expended (including documentation) and parts used in the previous repair during the warranty compliance period. Kitchener Aero may accept, reject, or may only cover a portion of that claim. Kitchener Aero is ***not*** responsible for assuming any warranty aspects for work performed by the customer or any third party facility. The customer is responsible for any difference between the Kitchener Aero warranty and the actual invoice amount.

**Loaner/Rental Units:** Kitchener Aero has Loaner/Rental units available for many products. Kitchener Aero may be able to offer a loaner or rental unit to the customer. Even for no-charge loaner units the customer is typically responsible a recertification fee (covering the cost to put the unit back thru our shop to test and recertify it following removal) and any additional repair charges for repair of damaged Loaner/Rental units supplied by Kitchener Aero. Note that we typically waive Rental fees if the customer originally purchased the avionics product from Kitchener Aero.

#### **CUSTOMER RESPONSIBILITY:**

**Parts & Labour:** The customer is responsible for all parts and labour charges that are ***not*** covered by Kitchener Aero's warranty. Kitchener Aero shall invoice the customer directly for parts and labour not covered by the warranty.

**Loaner/Rental Units:** The customer is responsible for all rental charges not covered under a warranty policy for both OEM and Kitchener Aero supplied loaner or rental units. Customer is also responsible for ***prompt return*** of Loaner & Rental Units in order to avoid "Late Charges" in that regard.

**Shipping Charges:** The customer is responsible for all shipping and brokerage charges on Warranty Repairs, Exchanges, and Loaner/rental Units. For parts being returned to the OEM for repair or credit, Kitchener Aero shall pre-pay the shipping and invoice the customer for the shipping charges.

#### **EXTENDED WARRANTY:**

Many Original Equipment Manufacturers' offer extended warranties for their products, and they are generally extremely good and cost-effective programs. We strongly recommend that you protect your investment by looking into extended warranty options. Contact the Kitchener Aero Sales department for extended warranty pricing.