

# Boeing Distribution Customer Return Policies

For any questions on the policy and/or any of the documentation mentioned below, please reach out to your customer service representative. Applicable to customers of Boeing Distribution Inc. (formerly Aviall) and Boeing Distribution Services Inc.

## New Parts

- Return of any new part requires a Boeing Return Material Authorization (RMA) Form and a reference to the Sales Invoice #.
- The following parts will not be considered for return:
  - Off contract / Non-forecasted parts
  - Parts installed on aircraft
  - Chemical/Specialty Materials (including HazMat and Dangerous Goods)
  - Shelf life items
  - Electrical components
  - Drop ship ordered parts
  - Specially ordered parts
  - Excess & Obsolescent parts
  - Parts not in original packaging and/or with no traceability
- All parts with no quality issues must be returned within 45 days from date of invoice.
- All authorized returns are subject to a 15% restocking/ processing fee of no less than \$50 (unless it has a quality issue as determined by Boeing).
- New part returns must be in new and undamaged sellable condition, in their original packaging, and with original documentation. Parts that were originally shipped with 8130 documentation will need the same documentation sent along with the return. If the 8130 is missing, the part will be returned and will not be processed.
- New part returns must be shipped prepaid freight to the address listed on the RMA form. Shipments to any location other than that on the RMA form will be considered an unauthorized return.
- Non-US Customer returns to Boeing US locations may require specific data elements on Airway Bill & Commercial Invoice, which will be specified on the RMA form. Any returns with incomplete information will be considered unauthorized and will be returned to the customer on their freight account number.
- Customer is responsible for all import duties, taxes and fees where applicable.
- For unauthorized returns or parts without an RMA # issued, in addition to any other costs for which the buyer may be responsible, the buyer shall pay: (i) 100% part restocking fee or \$350, whichever is higher; and (ii) 25% administrative fee for handling such returns and, (iii) all costs and expenses associated with the safe handling or disposal of any such products, including but not limited to Hazardous Material and Dangerous Goods.

## Warranty or Defective Parts

- Any part being returned for warranty administration consideration by the manufacturer must be accompanied by a(n):
  - Boeing RMA Form
  - Boeing Warranty Administration Summary Form
  - Any applicable manufacturer return form
  - Boeing Sales Invoice #
- All Warranty returns must be shipped prepaid freight and in undamaged condition to the address listed on the RMA form. Shipments to any location other than that on the RMA form will be considered an unauthorized return.
- Non-US Customer returns to Boeing US locations may require specific data elements on Airway Bill & Commercial Invoice, which will be specified on the RMA form. Any returns with incomplete information will be considered unauthorized and will be returned to the customer.
- Customer is responsible for all import duties, taxes and fees where applicable
- All Warranty returns must include documentation clearly exhibiting the exact flight time recorded and the period of time the item was in use when applicable.
- For Parts with Quality Issues and no Manufacturer Warranty, the following customer requested returns will not be considered:
  - Orders beyond 12months of shipment date, unless the vendor has issued a recall (for both domestic & international)
  - Chemical/Specialty Materials (CSM) parts (scrapped at customer at the expense of the liable party)
  - Parts without traceability paperwork
- For unauthorized returns or parts without an RMA # issued, in addition to any other costs for which the buyer may be responsible, the buyer shall pay: (i) 100% part restocking fee or \$350, whichever is higher; and (ii) 25% administrative fee for handling such returns and, (iii) all costs and expenses associated with the safe handling or disposal of any such products, including but not limited to Hazardous Material and Dangerous Goods.

## Cores

- All cores must be returned with a Boeing Core RMA form, a Boeing Core Invoice # and a relevant failure report. Item may be returned if not provided.
- All cores must be returned within 30 days of invoice to avoid additional fees. The core invoice must be paid if the core return will exceed 30 days. Customer then has up to 90 days after invoice to return the core for credit on paid invoices. All cores invoices that are paid that exceed 90 days will not be eligible for return unless otherwise specified.
- All cores must be returned prepaid unless otherwise specified to the address listed on the RMA form. Shipments to any location other than that on the RMA form will be considered an unauthorized return.
- Non-US Customer returns to Boeing US locations may require specific data elements on Airway Bill & Commercial Invoice, which will be specified on the RMA form. Any returns with incomplete information will be considered unauthorized and will be returned to the customer on their freight account number.
- Customer is responsible for all import duties, taxes and fees on all core returns
- Cores must be of like part number and in as removed condition. Cores returned that are disassembled, missing parts, damaged or that are beyond economical repair are subject to additional bill backs for above and beyond standard bill of material parts.
- Bill-backs may take up to 45 days after receipt unless otherwise specified.
- All returned cores should include the core checklist provided and checklist items completed as required.
- For unauthorized returns or parts without an RMA # issued, in addition to any other costs for which the buyer may be responsible, the buyer shall pay: (i) 100% part restocking fee or \$350, whichever is higher; and (ii) 25% administrative fee for handling such returns and, (iii) all costs and expenses associated with the safe handling or disposal of any such products, including but not limited to Hazardous Material and Dangerous Goods.

## Used Serviceable Materials (USM)

- Return of any USM part requires an RMA Form, reference to the Sales Invoice # and a relevant failure report.
- The following parts will not be considered for return:
  - HazMat and Dangerous Goods
  - Parts installed on aircraft
  - Unused parts not in original packaging and/or used parts with no traceability
  - Shelf life items
- All parts with no quality issues must be returned within 45 days from date of invoice
- Parts returned without quality issues must be in original and sellable condition, in their original packaging, and with original documentation. Parts that were originally shipped with 8130 documentation will need to be sent along with the return. If the 8130 is missing, additional fees may apply.
- Part returns must be shipped prepaid freight to the address listed on the RMA form. Shipments to any location other than that on the RMA form will be considered an unauthorized return.
- All authorized returns are subject to a 15% restocking/processing fee of no less than \$50 (unless it has a quality issue as determined by Boeing)
- Non-US Customer returns to Boeing US locations may require specific data elements on Airway Bill & Commercial Invoice, which will be specified on the RMA form. Any returns with incomplete information will be considered unauthorized and will be returned to the customer on their freight account number.
- Customer is responsible for all import duties, taxes and fees where applicable
- For Unauthorized Returns or parts without an RMA # issued, in addition to any other costs for which the buyer may be responsible, the buyer shall pay: (i) 100% part restocking fee or \$350, whichever is higher; and (ii) 25% administrative fee for handling such returns and, (iii) all costs and expenses associated with the safe handling or disposal of any such products, including but not limited to Hazardous Material and Dangerous Goods.

THIS CUSTOMER RETURN POLICY IS A GUIDELINE ONLY AND SUBJECT TO CHANGE AT ANY TIME WITHOUT PRIOR NOTICE. IT DOES NOT CONSTITUTE A CONTRACT, EXPRESS OR IMPLIED. EXCEPTIONS MAY EXIST BASED ON CUSTOMER CONTRACT. EFFECTIVE Feb, 05 2024.