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Email: sales@allaero.com www.allaero.com

Returned Goods Authorisation Form

(No claims will be considered without all sections in **Grey** being completed)

RGA No: (number to be requested from Allaero Ltd)

Company Details

Company Name

Contact Telephone

Contact Email

Part Details

Part Number

Quantity

Serial Number

If returning for Credit please complete Credit Details. If returning for Warranty please complete Warranty Details

Credit Details

Reason for return

Please refer to Allaero Ltd terms and conditions for Credit Returns (Attached)

Warranty Details

Aircraft Hours
on installation

Aircraft Landings
on installation

Date of
installation

Aircraft Hours
on removal

Aircraft Landings
on removal

Date of
removal

Details of defect

Please refer to Allaero Ltd terms and condition for Warranty claims (Attached)

Signed

Date

Print

ALLAERO LTD TERMS AND CONDITIONS

Returned Goods

For your benefit we have enclosed our return policy. If it becomes necessary for you to return a component purchased from Allaero Ltd, we will be able to respond to your claim more efficiently if you follow these guidelines.

1. All goods for return to Allaero Ltd must be accompanied by a fully completed Return Goods Authorisation form (RGA) the authorisation number of which will be advised on request. No claim will be accepted after 28 days from date of despatch. Goods for return should be sent with all freight and customs charges prepaid.
2. Short shipments should be reported to Allaero within 7 days from date of despatch. Claims on the carrier against the customers account should be submitted upon receipt of obvious shortage or carton damage. Claims for goods despatched on Allaero Ltd's courier account should be made to Allaero Ltd with full details of the claim.
3. When returning goods for credit all original documentation including EASA/FAA Airworthiness documentation supplied with the original shipment must be returned with the goods. Where possible please reuse the original packing material.
4. Goods purchased to satisfy a customers order or below a sale value of £ 100.00 will not be accepted for credit. All goods returned are subject to handling charges of 25% (£ 50.00 minimum / £ 500.00 maximum). Recertification charges will apply for items removed from their original sealed bag or if original documentation is not returned.

Warranty

Parts supplied by Allaero Ltd are covered by the following LIMITED WARRANTY

1. Subject to the limitations and conditions hereinafter, no condition is made or to be implied, nor is any warranty given or to be implied as to the life or wear of the goods supplied or that they will be suitable for the particular purpose or for use under any specific conditions notwithstanding that such purposes or conditions may be known or made known to the Company. However, the benefit of any warranty given to the Company by the manufacturer(s) or refurbisher(s) of goods supplied by the Company shall be passed by the Company to the Customer.
2. Allaero Ltd warrants any rotatable item to be free from defects in material or workmanship for a period of 12 months from the date of despatch from its premises in Crawley, West Sussex UK. The warranty covers any serviceable rotatable supplied by Allaero Ltd, irrespective of its tagged condition, providing that Allaero Ltd are notified within 7 days of any defect and that the defective item is returned together with a fully completed Returned Goods Authorisation (RGA) form.
3. The warranty period for any repaired or replaced part is limited to the unexpired period of the original warranty provided and not from the date of the replacement.
4. Where goods supplied by Allaero Ltd are alleged by the Customer to be defective or unsatisfactory they shall not form the subject of any claim for work done by or on behalf of the Customer, or for any loss, damage or expense whatsoever arising directly or indirectly from such defect or unsatisfactory work. Such goods, if returned to Allaero Ltd and accepted by Allaero Ltd as defective, having taken into account the preceding clauses, shall either be repaired or replaced by Allaero Ltd or credit for the price or part thereof will be given to the Customer.
5. Warranty replacement units are charged at the original supply price and should the claim be accepted then credit will be issued against the invoice for the replacement part.
6. LIMITATIONS APPLICABLE TO ALLAERO LTD'S WARRANTY
 - a) Allaero Ltd will be relieved of all obligations and liability under this Warranty if:
 1. The alleged defect in the part is due to misuse or negligence on the part of someone other than Allaero Ltd or the repair facility that the claim is on; or
 2. Allaero Ltd identification mark or name or serial number has been removed from the part in question; or
 3. The part has been modified or altered after delivery other than by the Manufacturer or in accordance with a modification or alteration scheme approved in writing by the Manufacturer; or
 4. That the part is damaged as the result of another component in the aircraft being faulty.
 5. That the testing procedure is outside the parameters laid down by the component's O.E.M.
 - b) For the purpose of this Limited Warranty, no part or equipment will be regarded as defective merely because, subsequent to its delivery, some modification or alteration becomes necessary for product improvements or in order to meet a change in the requirements of any applicable Aviation Regulation.