

Innovative Solutions and Support (IS&S) Repair and Depot

Terms and Conditions

The following Terms and Conditions (T&Cs) will apply to all products returned to IS&S for Depot Level or Repair Station Level repair and return.

Packaging and Receipt of Equipment:

- 1) All products returned to IS&S for repair will be inspected at the shipping dock for proper return packaging and material condition.
- 2) Customers will package all return product in an appropriate cardboard box, plastic shipping tote or MIL-STD reusable shipping box with adequate packing material to prevent any damage to the product while in transit to the IS&S repair facility.
- 3) All products inside the shipping container **MUST BE** appropriately packaged in a sealed Electro-Static Discharge (ESD) bag and **ALL** connectors and open ports will be protected with appropriate ESD connector caps and port caps.
- 4) Any product returned to IS&S for repair with inadequate packaging material will be returned immediately to the sender at the sender's expense.
- 5) IS&S will take **NO** responsibility for product damaged during shipping.

Initial Incoming Inspection Requirements:

- 1) All products returned to IS&S for repair will be inspected at the shipping dock for material condition acceptance and appropriate paperwork.
- 2) Product returned to IS&S will be accepted into the repair process in good material condition. The Customer Service (CS) Manager will inspect the product for any physical damage to the product being returned. Any damage found will be noted on the Customer's included paper work. If damage is present and noted on the incoming Customer paper work then product will be accepted. If damage is present and **NOT** noted on incoming Customer paper work then the CS Manager will note the damage, re-inspect the packaging material and call the Customer at the first available instance to discuss the next steps.
- 3) If product is determine to be acceptable into the repair process the CS Manager will place the product into an IS&S approved ESD Tote for delivery to the Customer Service (CS) Administrator for further processing.
- 4) The CS Manager will review the Customer Supplied incoming paperwork for correct information and product accuracy. All products sent to IS&S for repair **MUST** have an accompanying Purchase Order, Repair Order, Work Order or another equivalent document which **MUST** contain the following information as a minimum.
 - a) PO, WO, RO or equivalent number.
 - b) Good and accurate Point of Contact (POC).

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- c) Phone Number for POC.
 - d) Email for POC.
 - e) Product Nomenclature.
 - f) Product Part Number.
 - g) Product Serial Number.
 - h) Reason for return, Snag. This must be as descriptive as possible.
 - i) Good and accurate "Ship To" address and POC.
 - j) Good and accurate "Bill To: address and POC.
 - k) Invoice Details or Pro-forma Details.
 - l) Required Software version if necessary.
 - m) Pertinent Aircraft details such as: Install Date, Time in Service, Flight Time etc...
 - n) Required Return Paperwork such as Certificate of Conformance, 8130-3, Dual Release 8130.
 - o) Requirements for how you wish to see the 8130 signed off; Overhauled, Repaired, New, Serviced etc.....
 - p) Request for warranty service and tear down.
- 5) **ALL** POs, ROs WOs or equivalent accompanying paper work must be funded with at least the appropriate Test Check and Recert fee as found on our website under the Customer Service tab.
- 6) If a product is received without a funded PO, with exception to currently funded contracts, the CS Administrator will immediately call the appropriate Customer and request the PO, WO, RO or equivalent paper work be funded with the appropriate Test Check and Recert fee. The Customer will have 10 days to comply with this request. The Customers product will sit on our holding shelf until the product is funded for further repair OR until 10 days elapses at which time the CS Manager will return ship the product in an "As Received" condition. The ONLY exception to this is if the Customer calls prior to the 10 day period with an acceptable response to why the product cannot be funded at that time. The CS Manager WILL determine if the product can remain in holding or be return shipped.
- 7) Once the product is approved for incoming inspection the unit will be delivered to the CS Administrator for the next phase of induction and in process inspection.

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In-Process Inspection:

- 1) During the in-process inspection period, the CS Administrator will review all POs, ROs or WOs sent in with the unit for clarity. If anything is not within guidelines the CS Administrator will immediately inform the CS Manager of the issue and try to contact the Customer for clarity.
- 2) In-process inspection will also consist of equipment integrity. Inspection of the LRU will consist of the following:
 - a) Cover or Bezel glass for chips, scratches, fogging, moisture intrusion, contamination and other defect from OEM specifications.
 - b) The Bezel of all units for paint chips, scratches, and paint of a different color outside of OEM specifications.
 - c) Any worn, cracked, broken and missing knobs, push buttons and switches.
 - d) Main connector interface for bent or broken pins, connector locking devices and connector integrity.
 - e) All IS&S tamper proof seals will be inspected for any evidence of breakage from non-IS&S approved personnel other than damage done while installing or removing the item from its holding fixture in the airplane.

Warranty:

- 1) IS&S warranties all repairs and overhauls for a period of 6 months. This 6 month warranty ONLY applies to units that are outside any current or pending contracts or agreements made through our sales and marketing department.
- 2) Units being returned with a warranty claim consideration will have a teardown and a report completed on the unit. If it is found that the unit did fail during the warranty period and the failure is a cause of the last repair / overhaul, shipping from IS&S or any mode considered to be covered under the IS&S warranty, IS&S will honor the warranty. If the unit is deemed tampered with, altered or damaged by outside sources that are not directly related to IS&S then the warranty consideration will be denied.
- 3) Contractual warranties will be considered factual unless IS&S proves that damage, tampering or alteration of the unit has occurred which is considered to be outside of any contractual terms.

Shipping:

- 1) All customers are responsible for shipping to and from IS&S for all returns unless previously negotiated with the CS Manager.
- 2) Customers will ship all instruments to IS&S using a reputable shipping company. IS&S accepts all packages from FEDEX, UPS, DHL, USPS and any other freight company for

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Overseas customers.

- 3) Unless indicated in a contract with IS&S the Customer will provide shipping instructions and shipping account information to the CS Administrator so appropriate means of return shipping can be made.
- 4) A Customer can request that IS&S provide shipping for an instrument at the time the CS Administrator quotes the repair. If IS&S approves the return shipping of the instrument the CS Administrator will add all shipping costs to the repair quote.
- 5) IS&S **will not** except, approve or negotiate any COD deliveries.

AOG and Expedited Repair Service:

- 1) IS&S does provide an AOG or expedited repair service. It is up to the Customer to correctly identify on all paperwork and packaging that the returned part is AOG or if the end Customer requires an expedited repair.
- 2) An AOG or expedited repair will take approximately 4 to 5 business days to complete. The time will start the day after the part is received by IS&S. IS&S will take **No** responsibility for late deliveries for incorrect shipping addresses. We cannot control what our shipping companies do.
- 3) AOG and Expedited repairs **will** have a 25% surcharge added to the total cost of the repair as long as IS&S meets a repair time not to exceed 7 days. This means the part ships out from IS&S on the night of the 7th day. If IS&S cannot meet the 7 day maximum AOG or Expedite turn time due to a parts issue or other testing problems the CS Manager will remove the 25% surcharge from the repair.
- 4) If the maximum 7 day turn time is exceeded due to a lack of the Customer paying for the repair in a timely manner the 25% surcharge **will not** be removed.

Payment and Terms:

- 1) **All** Customers are considered "Cash In Advance". IS&S's Accounting department will make **ALL** determinations on whether a Customer has Payment Terms or is "Cash In Advance".
- 2) The only accepted terms by the IS&S Customer Service department is Net 30 Terms and "Cash in Advance".
- 3) Customers who are deemed "Cash In Advance" by IS&S's Accounting department may send in a unit with a PO, WO, or RO. Prior to any work being accomplished on a unit the Teardown fee associated with the faulty part must be paid in full. These fees can be found on our website or by calling one of the contacts listed below. The IS&S CS Administrator will provide a Teardown quote upon receipt of the unit. This quote must be paid in full and the RMA released by our accounting department prior to any work being performed. Once this is accomplished, the Teardown will be performed and the repair

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quoted MINUS the Teardown fee. This will be reflected on the Repair Quote. The “Cash In Advance” Customer **Must** pay for the full repair price on the quotation prior to **any** further work being performed or parts ordered against the unit.

- 4) Payment methods accepted by IS&S are all major credit cards except Discover, wire transfer or check. IS&S **will not** except COD at all, no exceptions. For “Cash In Advance” Customers paying by wire transfer IS&S must see the money transaction in our bank before work can commence. For “Cash In Advance” Customers paying by check IS&S must have check in hand before work can commence.

Overseas Shipments:

- 1) For all Overseas Customers returning product to IS&S for Repair and Return please include on the Shipping Invoice **and** documentation provided to Customers for Clearance the following statement:

“Repair Exemption Clause: 22CFR123.4(a)(1) US American goods returned for Repair and Return”

- 2) IS&S has dealings with most major shipping and freight forwarder companies around the world. IS&S has Power of Attorneys (POAs) in place with most major shipping companies. IS&S does have a continuous Bond on file with Customs that will help in the clearance of all product being shipped in or returned.
- 3) IS&S is **NOT** responsible for any and all Customs related charges for the pre and post shipping of any repair unit. If IS&S is billed by a shipping carrier for any Customs related charges these charges will be placed on the repair quote and are the responsibility of the Customer sending the unit in to IS&S for repair.
- 4) ECCN Numbers: 7A994 (Commercial) and 9A610.X (Military)
- 5) HTS Numbers: 8803.30.0030, 9014.80.5000 and 8803.30.0060 (Schedule B)

RMA Requirements:

- 1) RMAs are not required for sending units back to IS&S for repair or upgrade. The only necessary paperwork that must accompany each and every repair or upgrade is a funded PO, WO or RO.
- 2) RMAs will be given to customers who request them. Customers who receive an RMA number will still have to generate a PO, WO or RO which references the issued RMA number and send it along with the part to be serviced.

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Turn Around Times (TAT):

- 1) Our goal for turn times on repairs is 20 working days from date of receipt of the part on the IS&S shipping dock.
- 2) Our goal for turn times on upgrades is 30 working days from date of receipt of the part on the IS&S shipping dock.
- 3) Every effort will be made to get as close to this TAT as possible. There may be factors that are beyond IS&S's capabilities that extend the TAT beyond the days shown above. Some of these factors could be Customer driven such as quote approvals or payments. Some of these factors may be part shortages or long vendor lead times that IS&S has no control over.

Address:

- 1) All returns shall be sent to the following address and put to the attention of:

Attn: Customer Returns or Customer Repairs
720 Pennsylvania Drive
Exton, PA 199341

Correspondence and Points of Contact:

- 1) All correspondence between IS&S and the Customer must be addressed to the following people.
- 2) Quotes: Maurey Freifelder (CS Manager) and Maureen Martin (CS Administrator)
- 3) Billing, Invoicing and ProForma's: Charlene Servian (Accounting)
- 4) Technical Questions: Maurey Freifelder (Air Data and Flat Panel)
- 5) Contact information:

Depot and Repair Station:

Maurey Freifelder: Customer Service Manager, mfreifelder@innovative-ss.com, 610-646-9800 x605 or 484-354-7202.

Maureen Martin: Customer Service Administrator, mmartin@innovative-ss.com, 610-646-9800 x320.

Accounting:

Charlene Servian: Accounting, cservian@innovative-ss.com, 610-646-9800 x346.

On Site Help and Technical Support:

Maurey Freifelder: Product Support Manager, mfreifelder@innovative-ss.com, 610-646-9800 x605 or 484-354-7202.

All information above can be found on our website at www.innovative-ss.com.