

# Warranty Policy

## Terms & Conditions

### **Recertified, Test, Overhaul, Rebuild, Exchange or other service(s)**

1. Warranty Policy Applies to the following: Test, Repair, Overhaul, Rebuild, Modify, Update, Exchange or other service. **Do not install this unit unless you agree to the terms and conditions of this warranty policy.** By installing this unit, the buyer / installer (or his/her assignee) indicates his/her acceptance of the terms and conditions of this warranty policy. This policy contains the entire warranty terms and conditions for this product, there are no other promises or conditions in any other agreement whether written or oral concerning the subject of this policy.

2. ZEFTRONICS, herein called seller, warrants that each unit delivered shall at the time of delivery thereof to buyer or buyer's customers, be free from defects in workmanship and materials when used in a manner that is generally recognized by the industry as good aviation practice. The warranty, obligations, and liabilities of the seller hereunder are exclusive and in substitution for and buyer hereby waives all other warranties, expressed or implied, arising by law or otherwise (including, without limitation, the implied warranty or merchantability, and implied warranty arising from course of performance, course of dealing or usage of trade, any implied warranty of fitness, and any obligation of seller with respect to incidental or consequential damages), and shall not be extended, altered or varied except by a written instrument signed by seller and buyer.

3. **Extent.** ZEFTRONICS' sole liability under this limited warranty shall be at ZEFTRONICS' option, to overhaul or replace any defective unit. This limited warranty excludes all other remedies against ZEFTRONICS for consequential or other damages arising out of sale, use, or operation of the unit. Any replacement unit provided pursuant to this warranty policy will only have warranty for the remainder of the warranty period applicable to the replaced unit.

4. **Limitations:** ZEFTRONICS will deny warranty for units only functionally tested or tested for time re-certification; units that are found to be fully functional at the receiving inspection tests; units sold after 36 month shelf life, sold units opened by the customer; units damaged by improper storage, handling, packaging, installation, operation, alteration, repair, misuse, or abuse. Abuse can include, but may not be limited to: Damage due to faulty alternator / generator field or wiring, corrosion, deformity of unit's case, base, cover, or connector.

5. **Duration of warranty** (Test, Repair, Overhaul, Rebuild, Modify, Update, Exchange or other service): 3 months or 300 hours from installation date as verified by the completed required returned warranty registration card. Warranty is void if warranty card is incomplete or not returned.

6. **Shelf life of unit:** Return units that are on the shelf for more than 36 months for testing and recertification. Test charge applies. ZEFTRONICS will deny warranty on units sold that were on the shelf for more than 36 months.

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**7. Warranty Claim:** Return a thoroughly completed warranty registration card within 10 days of installing this product. Properly filling the warranty card helps the installer to troubleshoot the aircraft system. Warranty is void if completed warranty card is not returned. To claim warranty, send unit (FREIGHT PREPAID) with a written description of the problems that the system is experiencing. Telephone, fax, or email us to let us know it is being returned for warranty claim. See return policy for return instructions.

**8. Return policy:** With our prior approval (indicated by our RMA#), you may return a unit (unused & not mounted) that you have determined you do not need. Send the unit freight prepaid with all its tags and papers, and a completed warranty registration, within 5 days of receipt. Restocking fees (RSF) charged on returned units: 25% on unopened & unused units; 45% installed & used but undamaged units; 60% on damaged units; 65% on special application or custom designs; 50-98% on units that are more than 36 months old. Shipping charges are not refundable. The refund granted on a returned unit will not exceed the amount ZEFTRONICS sold unit to the first (original) purchaser be it an FBO, a dealer, a distributor, or an OEM. All returns must go through the vendor from whom the product was acquired. We provide refunds through credit cards, refund check, or account credit. Allow 2 to 3 weeks for refund processing. This return policy also applies to warranty claims and replacement units.

**9. Shipping:** All shipping charges, custom tariffs, taxes, or other related charges are the sole responsibility of the customer. To avoid damage to unit, and a denial of warranty claim, package the unit properly

**10. Extra charges:** We will charge extra for replacing of damaged connectors /base/ case/ cover, overhauling units, testing units, performing on aircraft work, researching peculiar problems, and other non-standard requirements by the customer.

**11. Replacement unit:** If you want a replacement unit before sending yours in for warranty evaluation, you can purchase a new or overhauled replacement unit using your Master Card, Visa card, Discover card, UPS COD, or FEDEX COD. You pay the shipping charges. After receiving the replacement unit you have 5 days to return the warranty claim. Upon receipt and evaluation of the warranty claim, we will inform you of our findings and recommendations. See return policy for return instructions. There is a 60% RSF on damaged replacement units.

Terms Acceptance: Seller Terms, conditions & warranty policy are enforced and not voided, waived, surrendered, modified or changed by the acceptance of Buyer's present, future or past Purchase Orders/RFQ. Changes to terms, conditions, or warranty policy must be done in writing and approved by an authorized Company representative. Customer acceptance of these terms and conditions validated by receipt of payment, request for quote, purchase order or product/service. Any special or conflicting terms, requirements, notes, conditions, or warranties presented by the Customer are conditionally enforced, voided or modified to represent both parties fairly. All terms, conditions, special requirements, warranties that conflict, void, surrender, modify or change the Seller's terms, notes, conditions or quality requirements must be agreed upon in writing, otherwise, the Customer's requirements are conditionally enforced, voided or modified to represent the interest of both parties fairly. Customer acceptance of these terms and conditions validated by receipt of payment, request for quote, purchase order or product/service. odes or clauses, herein called "Customer" are conditionally enforced, voided or modified to represent the interest of both parties. Such modifications are available upon request from the Customer. Zeftronics, herein called "Seller" is not mandated or required to adhere, maintain, support or practice specialized, custom or customer created quality systems. The Seller complies with Federal Aviation Administrations Orders specific to the organizational structure, quality system and approvals. Terms, policies, warranties subject to change with or without notice.