

C8 Aviation

Return, Cancellation and Warranty Policy (V-2025.02.01)

This Return, Cancellation and Warranty Policy ("Policy") sets forth the binding terms and conditions governing the return, exchange, credit, and warranty coverage applicable to aircraft parts, components, and related materials (collectively, "Products") sold, exchanged, or otherwise supplied by **C8 Aviation** ("Seller") to any purchaser ("Customer"). By placing an order, accepting delivery, or otherwise taking possession of Products, Customer expressly acknowledges, accepts, and agrees to be bound by the provisions contained herein.

1. Standard Return Policy

1.1 Scope and Eligibility

This Standard Return Policy applies exclusively to Products sold under the following parameters: - **Order Types:** Outright Sales and Exchange Transactions - **Condition Classifications:** SV (Serviceable), OH (Overhauled), and NE (New or New Equivalent)

No returns shall be authorized or accepted outside the scope expressly defined herein unless explicitly approved in writing by an authorized representative of C8 Aviation.

1.2 Return Material Authorization (RMA) Requirement

- Customer must formally request a **Return Material Authorization ("RMA")** no later than **seven (7) calendar days** from the date of confirmed delivery of the Product.
- Any RMA request submitted beyond the seven (7) day period shall be automatically deemed invalid and shall not be approved under any circumstances.
- Upon issuance of an RMA, Customer must ensure that the Product is physically received at C8 Aviation's designated facility **within seven (7) calendar days** of the RMA approval date.

Failure to comply strictly with the RMA timelines shall render the return null and void.

1.3 Expired, Late, or Unauthorized Returns

- Products returned after expiration of an RMA, or without a valid RMA, shall not be accepted under this Standard Return Policy.
- In such instances, the Product may, at C8 Aviation's sole discretion, be evaluated for potential warranty consideration pursuant to Section 2 of this Policy.
- C8 Aviation reserves the right to refuse shipment, return Product at Customer's expense, or dispose of unauthorized returns in accordance with applicable law.

1.4 Receiving Inspection, Acceptance, and Fees

- All returned Products are subject to C8 Aviation's incoming receiving inspection and acceptance procedures.
- Products returned **without C8 Aviation's original signature seal intact**, or Products that exhibit discrepancies including, but not limited to, damage, missing documentation, improper packaging, contamination, or evidence of installation, operation, or alteration, shall be deemed non-conforming.
- Non-conforming returns shall be subject to:
 - A **mandatory twenty-five percent (25%) restocking fee**, and
 - Any applicable **recertification, inspection, testing, or administrative fees** deemed necessary to restore the Product to saleable condition.
- Products that fully comply with RMA conditions and successfully pass receiving inspection shall be eligible for credit, less any applicable restocking or administrative fees.

1.5 Limited Return Guarantees and Exceptions

- **Airworthy Products** that have been inspected and/or tested prior to sale are provided with a **strict and non-extendable thirty (30) day guarantee** commencing from the date of delivery.
- **Non-Airworthy Products**, including items sold "*as removed*", "*as is*", or as *cores*, are likewise provided with a **strict and non-extendable thirty (30) day guarantee** commencing from the date of delivery.

No implied extensions, waivers, or exceptions shall apply beyond the timeframes expressly stated herein.

2. Standard Warranty Policy

Warranty coverage is determined exclusively by the condition classification of the Product at the time of sale. Except as expressly stated herein, **no express or implied repair, performance, merchantability, or fitness-for-purpose warranty is provided.**

2.1 As Removed

- No repair or performance warranty is offered.
- The Standard Return Policy is extended to **thirty (30) calendar days** from delivery, during which Customer may request an exchange or credit, subject to all applicable RMA requirements and fees.

2.2 Tested

- No repair or performance warranty is offered.
- The Standard Return Policy is extended to **thirty (30) calendar days** from delivery, during which Customer may request an exchange or credit, subject to all applicable RMA requirements and fees.

2.3 Inspected

- No repair or performance warranty is offered.
- The Standard Return Policy is extended to **thirty (30) calendar days** from delivery, during which Customer may request an exchange or credit, subject to all applicable RMA requirements and fees.

2.4 Repaired

- Products sold as **Repaired** are warranted for a period of **six (6) months** from the date of delivery.
- Warranty coverage is strictly limited to the **specific scope of work previously performed** as documented in the applicable work order and does not extend to unrelated components, assemblies, or subsequent failures.

2.5 Overhauled

- Products sold as **Overhauled** are warranted for a period of **six (6) to twelve (12) months**, as expressly negotiated and documented at the time of sale.
 - Warranty terms, duration, and limitations shall be governed solely by the written agreement or sales documentation issued by C8 Aviation.
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3. General Provisions

- All determinations regarding return eligibility, warranty applicability, credit issuance, and fee assessment shall be made solely by C8 Aviation and shall be final and binding.
 - This Policy supersedes and replaces all prior oral or written representations, understandings, or agreements relating to returns or warranties, unless expressly stated otherwise in a written agreement executed by an authorized officer of C8 Aviation.
 - C8 Aviation expressly disclaims all warranties not explicitly set forth herein, to the maximum extent permitted by applicable law.
 - C8 Aviation reserves the unrestricted right to amend, modify, or terminate this Policy at any time without prior notice.
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For all return, RMA, or warranty-related inquiries, Customer must contact **C8 Aviation** prior to shipment of any Product.

3. Cancellation Policy

• 3.1 Standard Order Cancellations

Orders canceled within the agreed estimated delivery timeframe are subject to a fifteen percent (15%) cancellation fee.

• 3.2 Procured, Backorder, or Special Product Lines

Orders involving procured inventory, backordered items, or newly sourced product lines that are canceled after procurement, allocation, or maturation are subject to a minimum twenty-five percent (25%) restocking fee.

• 3.3 Export Compliance and Regulatory Review

Orders identified through internal due diligence, post-order review, or external inquiry as presenting compliance concerns—including Red Flag Indicators as defined by the U.S. Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), or the Department of Commerce (DOC)—may be canceled and placed on hold or quarantine. Such cancellations shall be subject to a minimum twenty-five percent (25%) and up to fifty percent (50%) restocking or administrative fee, particularly where licensing, legal, or compliance-related costs have been incurred.

• 3.4 C8 Aviation Right to Cancel

C8 Aviation reserves the right to cancel any order at any time due to compliance concerns, regulatory requirements, internal review findings, or directives from U.S. Government authorities. In such cases, applicable fees may be assessed. All determinations regarding cancellations, fees, and order disposition shall be final and binding.