Exchange Policy

Exchange prices are based on the customer returning a repairable core of the same part number supplied. Alternate part numbers may be acceptable with prior written approval and at the discretion of Tempest Aviation Group.

Tempest Aviation Group (TAG) reserves the right to reject any returned units that have been damaged from abnormal causes such as fire, crash, submersion, cannibalizations, unauthorized repair or excessive wear. Units found to be economically non-repairable will be returned and the core charge applied. Prior to application of the core charge Tempest Aviation Group may give the customer the opportunity to send a suitable replacement core.

Cost of any repair above normal charges which is found, either at the time of the exchange or latter during overhaul, will be billed over and above the exchange price.

If an acceptable core is not received within thirty (30) days of date of invoice, the applicable core charge will be due. If an acceptable core is received more than thirty (30) days past the date of invoice, TAG reserves the right to charge a late fee.

ALL CORES RETURNED MUST HAVE THE REGISTRATION OF THE AIRCRAFT OF WHICH THE PART WAS REMOVED AS WELL AS THE REASON FOR REMOVAL. FAILURE TO PROVIDE THIS INFORMATION MAY RESULT IN RETURN OF CORE AND ADDITIONAL BILLING FOR OUTRIGHT PURCHASE.

For international shipments all freight and brokerage fees are the responsibility of the purchasing company.
1. **Limited Warranties**

1.1 Tempest Aviation Group (TAG) warrants that (1) the services shall be performed in compliance with applicable FAA / Transport Canada rules and regulations and (2) new or serviceable parts provided to Customer shall be airworthy at the time of their Delivery. For Services related to Parts other than avionics and electrical instrument components, this warranty shall be valid for a period of: (a) one (1) year from the Delivery to Customer or; (b) six (6) months from the installation of the Parts onto an Aircraft or; (c) five-hundred (500) hours of operation, whichever is shortest. For services related to avionics and electrical instrument components, this warranty shall be valid for a period of ninety (90) days for Repairs and six (6) months for Overhauls. The warranty period for warranty Services provided hereunder shall be the unexpired portion of the original warranty, if any, on the original Service.

1.2 The warranty provided herein shall not apply:

1.2.1 To defects, nonconformities, failures, or abnormal wear and tear, which are attributable in whole or in part to: (a) Customer’s (or a third party’s) non-conformance or non-compliance with TAG’s (or the OEM’s) operation or maintenance manuals, or other instructions or recommendations on storage, handling, installation, maintenance, or operation; (b) other misuse, accident, or negligence on the part of Customer or any third party; or (c) foreign object damage, internal object damage, or damage by the elements including, but not limited to, corrosion and erosion;

1.2.2 If Customer fails to notify TAG in writing within thirty (30) days following discovery of the defect (but not later than the warranty notice period set forth above). Such written notification shall contain a description of the defects observed and give the reasons, conditions, and circumstances of the defects; or

1.2.3 If Customer or any third party undertakes any action, other than installation and routine maintenance (not including Repair or Overhaul), on Serviced Parts.

1.3 TAG does not provide any warranty for materials or Parts. The warranties associated with materials and Parts shall pass directly from the manufacturer/supplier to Customer.

1.4 Upon receipt of written notification of a warranty claim, TAG, using its sole discretion, shall determine whether the warranty applies, or further inspection is necessary. If further inspection is necessary, TAG shall notify Customer whether TAG will send a technician to inspect the Serviced Parts on location or require the Serviced Parts be transported to TAG’s Facility. After inspection, if TAG, in its sole discretion, determines that this warranty does not apply, Customer shall pay all costs of inspection and shipping on a Time and Materials basis. TAG shall reimburse Customer for the shipping costs of any Serviced Parts which are repaired or replaced pursuant to this warranty.
PRIVACY POLICY OF WWW.TEMPEST.AERO
This Application collects some Personal Data from its Users.

OWNER AND DATA CONTROLLER
Tempest Aviation Group. Unit 100, 2092 Enterprise Way, Kelowna

Owner contact email: info@tempest.aero

TYPES OF DATA COLLECTED
Among the types of Personal Data that this Application collects, by itself or through third parties, there are:
Cookies, Usage data, email address and phone number.

Complete details on each type of Personal Data collected are provided in the dedicated sections of this privacy policy or by specific explanation texts displayed prior to the Data collection.
The Personal Data may be freely provided by the User, or, in case of Usage Data, collected automatically when using this Application.
All Data requested by this Application is mandatory and failure to provide this Data may make it impossible for this Application to provide its services. In cases where this Application specifically states that some Data is not mandatory, Users are free not to communicate this Data without any consequences on the availability or the functioning of the service.
Users who are uncertain about which Personal Data is mandatory are welcome to contact the Owner.
Any use of Cookies – or of other tracking tools – by this Application or by the owners of third-party services used by this Application serves the purpose of providing the service required by the User, in addition to any other purposes described in the present document and in the Cookie Policy, if available.

Users are responsible for any third-party Personal Data obtained, published, or shared through this Application and confirm that they have the third party’s consent to provide the Data to the Owner.

MODE AND PLACE OF PROCESSING THE DATA
METHODS OF PROCESSING
The Data Controller processes the Data of Users in a proper manner and shall take appropriate security measures to prevent unauthorized access, disclosure, modification, or unauthorized destruction of the Data.
The Data processing is carried out using computers and/or IT enabled tools, following organizational procedures and modes strictly related to the purposes indicated. In addition to the Data Controller, in some cases, the Data may be accessible to certain types of persons in charge, involved with the operation of the site (administration, sales, marketing, legal, system administration) or external parties (such as third-party technical service providers, mail carriers, hosting providers, IT companies, communications agencies) appointed, if necessary, as Data Processors by the Owner. The updated list of these parties may be requested from the Data Controller at any time.
PLACE
The Data is processed at the Data Controller’s operating offices and in any other places where the parties involved with the processing are located. For further information, please contact the Data Controller.

RETENTION TIME
The Data is kept for the time necessary to provide the service requested by the User, or stated by the purposes outlined in this document, and the User can always request that the Data Controller suspend or remove the data.

THE USE OF THE COLLECTED DATA
The Data concerning the User is collected to allow the Owner to provide its services, as well as for the following purposes: Analytics, Displaying content from external platforms, Remarketing and behavioral targeting, Managing contacts and sending messages, Interaction with external social networks and platforms, Contacting the User and SPAM protection.

The Personal Data used for each purpose is outlined in the specific sections of this document.

DETAILED INFORMATION ON THE PROCESSING OF PERSONAL DATA
Personal Data is collected for the following purposes and using the following services:

ANALYTICS
The services contained in this section enable the Owner to monitor and analyze web traffic and can be used to keep track of User behavior.

Google Analytics (Google Inc.)
Google Analytics is a web analysis service provided by Google Inc. (“Google”). Google utilizes the Data collected to track and examine the use of this Application, to prepare reports on its activities and share them with other Google services.
Google may use the Data collected to contextualize and personalize the ads of its own advertising network.

Personal Data collected: Cookies and Usage data.

Place of processing: US – PRIVACY POLICY – OPT OUT

CONTACTING THE USER
Phone contact (This Application)
Users that provided their phone number might be contacted for commercial or promotional purposes related to this Application, as well as for fulfilling support requests.

Personal Data collected: phone number.

DISPLAYING CONTENT FROM EXTERNAL PLATFORMS
This type of services allows you to view content hosted on external platforms directly from the pages of this Application and interact with them.
This type of service might still collect web traffic data for the pages where the service is installed, even when Users do not use it.

Issuu widget (Issuu, Inc)
Issuu is a digital content visualization service provided by Issuu, Inc. that allows this Application to incorporate content of this kind on its pages.

Personal Data collected: Cookies and Usage data.

Place of processing: US – PRIVACY POLICY

Google Fonts (Google Inc.)
Google Fonts is a typeface visualization service provided by Google Inc. that allows this Application to incorporate content of this kind on its pages.

Personal Data collected: Usage data and various types of Data as specified in the privacy policy of the service.

Place of processing: US – PRIVACY POLICY

Google Maps widget (Google Inc.)
Google Maps is a maps visualization service provided by Google Inc. that allows this Application to incorporate content of this kind on its pages.

Personal Data collected: Cookies and Usage data.

Place of processing: US – PRIVACY POLICY

Vimeo video (Vimeo, LLC)
Vimeo is a video content visualization service provided by Vimeo, LLC that allows this Application to incorporate content of this kind on its pages.

Personal Data collected: Cookies and Usage data.

Place of processing: US – PRIVACY POLICY

YouTube video widget (Google Inc.)
YouTube is a video content visualization service provided by Google Inc. that allows this Application to incorporate content of this kind on its pages.

Personal Data collected: Cookies and Usage data.

Place of processing: US – PRIVACY POLICY
INTERACTION WITH EXTERNAL SOCIAL NETWORKS AND PLATFORMS
This type of services allow interaction with social networks or other external platforms directly from the pages of this Application.
The interaction and information obtained through this Application are always subject to the User’s privacy settings for each social network.
This type of service might still collect traffic data for the pages where the service is installed, even when Users do not use it.

Facebook Like button and social widgets (Facebook, Inc.)
The Facebook Like button and social widgets are services allowing interaction with the Facebook social network provided by Facebook, Inc.

Personal Data collected: Cookies and Usage data.
Place of processing: US – PRIVACY POLICY

Twitter Tweet button and social widgets (Twitter, Inc.)
The Twitter Tweet button and social widgets are services allowing interaction with the Twitter social network provided by Twitter, Inc.

Personal Data collected: Cookies and Usage data.
Place of processing: US – PRIVACY POLICY

MANAGING CONTACTS AND SENDING MESSAGES
This type of services makes it possible to manage a database of email contacts, phone contacts or any other contact information to communicate with the User.
These services may also collect data concerning the date and time when the message was viewed by the User, as well as when the User interacted with it, such as by clicking on links included in the message.

MailChimp (The Rocket Science Group, LLC.)
MailChimp is an email address management and message sending service provided by The Rocket Science Group, LLC.

Personal Data collected: email address.
Place of processing: US – PRIVACY POLICY

REMARKETING AND BEHAVIORAL TARGETING
This type of service allows this Application and its partners to inform, optimize and serve advertising based on past use of this Application by the User.
This activity is performed by tracking Usage Data and by using Cookies, information that is transferred to the partners that manage the remarketing and behavioral targeting activity.
In addition to any opt out offered by any of the services below, the User may opt out of a third-party service's use of cookies by visiting the NETWORK ADVERTISING INITIATIVE OPT-OUT PAGE.

AdRoll (Semantic Sugar, Inc.)
AdRoll is an advertising service provided by Semantic Sugar, Inc.

Personal Data collected: Cookies and Usage data.

Place of processing: US – PRIVACY POLICY – OPT OUT

Facebook Remarketing (Facebook, Inc.)
Facebook Remarketing is a Remarketing and Behavioral Targeting service provided by Facebook, Inc. that connects the activity of this Application with the Facebook advertising network.

Personal Data collected: Cookies and Usage data.

Place of processing: US – PRIVACY POLICY – OPT OUT

SPAM PROTECTION
This type of services analyzes the traffic of this Application, potentially containing Users' Personal Data, with the purpose of filtering it from parts of traffic, messages and content that are recognized as SPAM.

Google reCAPTCHA (Google Inc.)
Google reCAPTCHA is a SPAM protection service provided by Google Inc.

Personal Data collected: Cookies and Usage data.

Place of processing: US – PRIVACY POLICY

INFORMATION ABOUT COOKIES
ANALYTICS
These Cookies are necessary for the functioning of the services filed under the section ”Analytics”.

_ut*, _ga*
Google Analytics Cookies.

DISPLAYING CONTENT FROM EXTERNAL PLATFORMS
These Cookies are necessary for the functioning of the services filed under the section ”Displaying content from external platforms”.

ACTIVITY, APISID, GED_PLAYLIST_ACTIVITY, GEUP, HSID, LOGIN_INFO, PREF, SAPISID, SID, SSID, VISITOR_INFO1_LIVE, YSC, __utma, __utmc, __utmz, s_gl, wide
YouTube video widget Cookies.
SPAM PROTECTION
These Cookies are necessary for the functioning of the services filed under the section ”SPAM protection”.

PREF, NID, HSID, APISID, SID
Google reCAPTCHA Cookies.

Since the installation of third-party Cookies and other tracking systems through the services used within this Application cannot be technically controlled by the Owner, any specific references to Cookies and tracking systems installed by third parties are to be considered indicative. In order to obtain complete information, consult the privacy policy for the respective third-party services listed in this document.

ADDITIONAL INFORMATION ABOUT DATA COLLECTION AND PROCESSING

LEGAL ACTION
The User's Personal Data may be used for legal purposes by the Data Controller, in Court or in the stages leading to possible legal action arising from improper use of this Application or the related services.
The User declares to be aware that the Data Controller may be required to reveal personal data upon request of public authorities.

ADDITIONAL INFORMATION ABOUT USER'S PERSONAL DATA
In addition to the information contained in this privacy policy, this Application may provide the User with additional and contextual information concerning particular services or the collection and processing of Personal Data upon request.

SYSTEM LOGS AND MAINTENANCE
For operation and maintenance purposes, this Application and any third-party services may collect files that record interaction with this Application (System logs) or use for this purpose other Personal Data (such as IP Address).

INFORMATION NOT CONTAINED IN THIS POLICY
More details concerning the collection or processing of Personal Data may be requested from the Data Controller at any time. Please see the contact information at the beginning of this document.

THE RIGHTS OF USERS
Users have the right, at any time, to know whether their Personal Data has been stored and can consult the Data Controller to learn about their contents and origin, to verify their accuracy or to ask for them to be supplemented, cancelled, updated or corrected, or for their transformation into anonymous format or to block any data held in violation of the law, as well as to oppose their treatment for any and all legitimate reasons. Requests should be sent to the Data Controller at the contact information set out above.

This Application does not support “Do Not Track” requests.
To determine whether any of the third-party services it uses honor the “Do Not Track” requests, please read their privacy policies.
CHANGES TO THIS PRIVACY POLICY
The Data Controller reserves the right to make changes to this privacy policy at any time by giving notice to its Users on this page. It is strongly recommended to check this page often, referring to the date of the last modification listed at the bottom. If a User objects to any of the changes to the Policy, the User must cease using this Application and can request that the Data Controller remove the Personal Data. Unless stated otherwise, the then-current privacy policy applies to all Personal Data the Data Controller has about Users.

INFORMATION ABOUT THIS PRIVACY POLICY
The Data Controller is responsible for this privacy policy, prepared starting from the modules provided by Iubenda and hosted on Iubenda's servers.

DEFINITIONS AND LEGAL REFERENCES
Personal Data (or Data)
Any information regarding a natural person, a legal person, an institution or an association, which is, or can be, identified, even indirectly, by reference to any other information, including a personal identification number.

Usage Data
Information collected automatically from this Application (or third-party services employed in this Application), which can include: the IP addresses or domain names of the computers utilized by the Users who use this Application, the URI addresses (Uniform Resource Identifier), the time of the request, the method utilized to submit the request to the server, the size of the file received in response, the numerical code indicating the status of the server's answer (successful outcome, error, etc.), the country of origin, the features of the browser and the operating system utilized by the User, the various time details per visit (e.g., the time spent on each page within the Application) and the details about the path followed within the Application with special reference to the sequence of pages visited, and other parameters about the device operating system and/or the User's IT environment.

User
The individual using this Application, which must coincide with or be authorized by the Data Subject, to whom the Personal Data refers.

Data Subject
The legal or natural person to whom the Personal Data refers.

Data Processor (or Data Supervisor)
The natural person, legal person, public administration or any other body, association or organization authorized by the Data Controller to process the Personal Data in compliance with this privacy policy.

Data Controller (or Owner)
The natural person, legal person, public administration or any other body, association or organization with the right, also jointly with another Data Controller, to make decisions regarding the purposes, and the methods of processing of Personal Data and the means used, including the security measures concerning the operation and use of this Application. The Data Controller, unless otherwise specified, is the Owner of this Application.
This Application
The hardware or software tool by which the Personal Data of the User is collected.

Cookies
Small piece of data stored in the User's device.

Legal information
Notice to European Users: this privacy statement has been prepared in fulfillment of the obligations under Art. 10 of EC Directive n. 95/46/EC, and under the provisions of Directive 2002/58/EC, as revised by Directive 2009/136/EC, on the subject of Cookies.

This privacy policy relates solely to this Application.