



DISTRIBUTORS, INC.

## EDMO Basic Terms and Conditions

1. Any unauthorized returns are subject to a 30% restocking fee.
2. Any order discrepancies must be reported immediately after receipt of purchase.
3. All past due invoices are subject to a monthly service charge of 1-1.5%, at an annual rate of 18%.
4. Items marked '\*' are ineligible for discounts.
5. Unless a resale certificate is on file with EDMO, taxes will apply to the following states: CA, WA, MO and TN. Additional states may be added as required.
6. Purchaser agrees that seller retains a security interest in the goods specified in this document as security for purchaser's full performance of all obligations arising under this contract.
7. Buyer agrees to pay amounts due pursuant to this invoice in accordance with the terms set forth hereon and agrees to pay reasonable attorney's fees, court costs, and costs of collection in the event that the amount due is not so paid.
8. **EXPORT STATEMENT:** It is the policy of EDMO Distributors, Inc. to comply with all US Government export control laws and regulations for all transactions. No transactions will be conducted by or on behalf of EDMO Distributors, Inc. contrary to U.S. export regulations.
9. **NOTIFICATION OF U.S. EXPORT REGULATIONS TO EXPORTERS:** All products purchased from EDMO Distributors, Inc. are not for export, re-export, resale or disposal except as specifically authorized by the U.S. Bureau of Industry and Security. Non-compliance with the U.S. regulations may result in imprisonment or fine, or both, and denial, in whole or in part, of participation in U.S. exports or re-exports.

## EDMO Shipping Terms and Conditions

10. All sales, unless otherwise noted, are FOB Spokane, Washington, Prepay & Add. We do not have an order minimum.
11. At time of order entry, we do our best to estimate shipping charges for you, but actual charges are determined once your order has been pulled, packed, and logged. The actual number of boxes and the dimensions of the boxes required are not always easy to estimate.



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12. We insure all shipments over \$100.00 unless you specifically instruct us not to. You can make your choice about insurance each time you order online, or you can complete and sign an insurance waiver and we will set up your account according to your instructions.
13. Packaging is commercial best practices, please request a quote for special packaging requirements such as FAR flow downs.
14. Our preferred freight carriers are Federal Express, and UPS.

### **EDMO Warranty Terms and Conditions**

15. As EDMO is not the "manufacturer" of the products we sell, we can offer no warranties for the products sold. All warranty considerations and determinations remain solely with the manufacturer of the product.
16. MOST of the manufacturers we represent require all warranty claims and inquiries be handled directly between them and the purchaser of their product. EDMO is not granted the authority to make warranty/replacement decisions on their behalf.
17. When asked or instructed by the manufacturer to intervene and help remedy a warranty situation, by means of a replacement for example, we are happy to provide that assistance.
18. Most of our manufacturer warranty information and policies can be found on either their website, or the EDMO website, as well as packaged with the products. We will be happy to help locate any warranty policy information for you that cannot be located online.
19. When items are received at EDMO for warranty consideration that should have been sent directly to the manufacturer, it is our policy to forward those items to the manufacturer on your behalf. We do the following:
  - Ship item and your paperwork to the proper vendor
  - Send a notice to you that the item has been forwarded to the vendor
  - Give the vendor instructions to contact you directly for discussions on your item
  - We appreciate the opportunity to service all our customers. It is our goal to provide the highest level of customer satisfaction that we can while supplying you with the highest quality aviation products available today.



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## General Return Policy

20. Our general return policy allows for the return of many products in new, unopened condition when returned in a timely matter. However, many products we sell are not returnable. EDMO makes every effort possible to inform customers at the time of purchase that an item being purchased may be a "non-returnable" item.
21. Reasons a product may not be acceptable for return include, but are not limited to:
- Special Order Items
  - Lost or "Broken" Traceability
  - Items Sold as Non-Returnable
  - Software
  - Computer-Based Products
  - Programmed Items
  - Time Sensitive Items
  - Outdated Items
  - Used Items
  - Damaged Items
  - Opened Items
  - Alterations to original MFG packaging (i.e. writing or other labeling on packaging)
22. Please do not use the MFG packaging as the return shipping carton. Place item(s) in another package to ensure the MFG packaging is not damaged in transit.
- Returns received back to EDMO in "less than as received condition" are subject to a restock fee. If an item has been opened, please do not attempt to repackage, reseal, or tape product.***
23. These policies are in place so that when any customer purchases an item from EDMO, they can be assured they're receiving new, unopened products—unless otherwise specified. All installation products are fully traceable and certified.

## FAA Approved Aircraft Parts Return Policy

24. Rules for FAA-certified aircraft parts such as TSO, PMA, etc.
- Returns are only approved for items in "new" condition. Packaging must be unopened, original and intact, containing no additional markings or broken seals.
  - Returns are only approved if there were no "special terms or conditions" agreed to at the time of order prohibiting a return.
  - All returns require a Form 8130 issued by returning agency to validate item is new, unused, and eligible for restocking at EDMO.



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- If an item is returned with a Form 8130 stating "New and Unused" BUT is not returned in "new" condition, a restocking fee of 30% will apply. These returned items will then be sold as "Yellow Tagged", repackaged, and discounted.
- Used items cannot be returned.

I stand by for any questions regarding the standard EDMO terms and conditions.

Best regards,

Jeffery V. Geraci  
Vice President of Sales and Marketing  
EDMO Distributors, Inc.  
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