



ALL WEST AVIATION SERVICES, INC.

[www.hawkerparts.com](http://www.hawkerparts.com)

## **Return Goods Policy**

Customer satisfaction is guaranteed at All West Aviation. All sales are subject to customer's inspection and acceptance of material goods upon arrival. Any item that is damaged, defective, or does not meet our customer's quality control standards, may be returned freight prepaid for a full refund within ten days of receipt.

### **New Parts**

New Parts returned for any reason other than stated above, are subject to a restocking charge as follows:

One to ten days – 10%; 11 to 20 days – 15%; 21 to 30 days – 20%; 31 to 45 days – 30%. No returns will be accepted after 45 days.

Exception – see *Clearance Merchandise* below.

### **Rotables**

Unopened, unused rotatable components are subject to a restocking charge as follows:

One to ten days – 10%; 11 to 20 days – 15%; 21 to 30 days – 20%; 31 to 45 days – 30%. Our exchange invoice in full shall apply to rotatable items returned unused and unopened after 45 days.

All used and/or opened rotatables are subject to a restocking charge as stated, plus recertification fees as they may be applied by our vendors.

### **Core Returns**

Cores are due 15 days from the date of sale. After 30 days, a non-refundable monthly rental fee equal to 1/3 of the exchange sales price will apply.

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Complete and return the exchange core document, including the part number and serial number of the core; aircraft registration; reason for removal; and time/life data, as applicable. Also see: *Exchange Terms and Conditions*.

### **Clearance Merchandise**

**New Surplus (NS)** items may be returned unused within ten days of the date of sale. Items must be accompanied by any paperwork that was provided, along with a written statement on customer's letterhead stating reason for return and verifying "non-use". All returns of NS materials are subject to our inspection and acceptance upon receipt of goods. We will carefully inspect returned goods for signs of opening, use, or tampering. No returns of surplus materials will be accepted after ten days.

**Rotables** – Clearance rotables may be returned unused and are subject to restocking charges as applicable (see *Rotables* above). Once a clearance rotatable item has been installed, the return unit will be treated as a core; and the exchange sale will stand. Exception: We offer a 90 day money back guarantee for defective *Clearance Rotables*.

### **Other**

- Prior approval is required for all returns. No C.O.D.s or collect freight charges will be accepted.
- Number of days for return is calculated from the date of sale to the date merchandise is returned to All West Aviation.
- A signed and dated "Certificate of Non-Use" on Company Letterhead shall accompany all returns of opened items.
- Vendor Returns and Core Policies shall supersede our policy as applicable.

**Note** – We realize that circumstances don't always allow you to determine the correct part needed. If you have any questions or need clarification regarding a return, please call us right away at 1-800-657-0001 to discuss your particular circumstances and available options. We appreciate your business!

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