

Pacific Aerospace LLC GTA

This Document serves as a General Terms Agreement between Pacific Aerospace LLC (PAL) and all Repair Customers (Customer).

General - Components sent in for repair must have an accompanying Repair Order stating repair service requested. All repairs/evaluation/quotes must be approved in writing. All warranty requests must include specific failure information and aircraft removal tag including tail number. Components received with incomplete documentation will be on QC Hold until all appropriate documents are received. Lead times and repair costs are “estimates” and in some rare cases subject to change requiring a revised quotation.

Evaluation Fees - Evaluation fees will be assessed at PAL’s discretion for units that have been put into process through preliminary inspection. All units evaluated for repairability are subject to an evaluation fee, whether the unit is repairable or not. BER units left without customer disposition for more than 30 days will be scrapped on site with evaluation fees billed accordingly.

Abandoned Units - Units that are left at PAL without resolution (evaluated, completed, or awaiting customer instructions) for 120 days will become PAL’s property to compensate for time and/or materials invested in said unit. Every attempt will be made to resolve all repairs with customer, however in the event, that the customer does not respond, cannot pay for repair, goes out of business, etc. PAL will take ownership of the abandoned unit/s.

Payment Terms - Payment Terms are stated on Customer invoice and subject to change at any time, by PAL. All invoices are due in accordance with the terms stated on the customer invoice, no other terms will be offered or accepted unless done so in writing, subject to PAL Accounting Supervisor’s approval. Customer’s that are on credit hold for non-payment will not have access to any of their units currently at PAL until the account is brought current, unless otherwise stated in writing. In the event the customer cannot bring the account current, PAL reserves the right to take ownership of Customer units - in work, completed, or awaiting shipping/customer instructions to resolve delinquency.

PAL is in the business of supplying quality airworthy aircraft components to Operators and Customers around the world. Every effort will be made towards amicability, the recourse stated above will be treated as a last resort of resolution.

By sending aircraft components to us for evaluation, repair, and overhaul, you are hereby agreeing to and acknowledging the terms posed to protect and respect, our mutual valued relationship.

Sincerely,

PAL Sr. Management Team