

WULFSBERG ELECTRONICS

Chelton Avionics, Inc. (d.b.a. Wulfsberg Electronics)

Prescott, Arizona

INTERNATIONAL PRODUCT RETURN POLICY AND PROCEDURES

The following guidelines are offered to reduce the time to ship equipment to Wulfsberg Electronics from international facilities.

-Shipping "in bond" to Prescott, AZ.

Goods shipped to WULFSBERG ELECTRONICS, whether for return, repair (warranty or non-warranty), overhaul, exchange, or for any other reason, must be cleared through U.S. Customs.

WULFSBERG ELECTRONICS will pay for the customs entry charges, broker services, and customs duties only when Customs clearance is made at Arizona Customs Broker, telephone +1 602-273-0912. We ask that shipment be made "in bond" to Phoenix, Arizona with customs clearance by:

**Arizona Customs Broker
2323 E. Magnolia Suite 119
Phoenix, Arizona 85034
USA**

WULFSBERG ELECTRONICS has a long-standing business relationship with our customs broker, Arizona Customs Broker in Phoenix, Arizona, who is familiar with our products and able to assist us when there are problems in customs clearance. Marking your shipment to clear U.S. Customs in Phoenix, Arizona, the closest customs facility to us, enables you to ship directly to Phoenix, Arizona, where your items are picked up by us from the carrier's facility.

If your shipment is directed to New York, San Francisco, Houston, or some other point, it usually results in additional expense and delay. The coastal ports are more congested and we may not be notified promptly (and sometimes not at all) of your shipment. The customs brokers may not be familiar with our products and may need to contact us for additional information. Arrangements for onward shipment to Prescott, Arizona may have to be made, adding to the delay and expense and increasing the risk that the shipment may be misdirected.

-Door-to-Door Courier Services

WULFSBERG ELECTRONICS will work with international courier services if we are contacted by them and assist them in U.S. Customs clearance by providing information on our products should questions arise. *All charges for door-to-door service, including Customs clearance, must be prepaid by the shipper unless alternative arrangements are approved in advance by WULFSBERG ELECTRONICS.

*Generally, courier services file U.S. Customs clearance at their own location and will not send on to Phoenix for clearance.

-Documentation

All shipments to WULFSBERG ELECTRONICS must be accompanied by an invoice containing, at minimum, the following information:

1. Proper description and identification of goods, including model, part number, and serial number.

2. Purchase order and credit authority references.
3. Quantity of items in shipment.
4. Country of origin of goods. (Not all Wulfsberg Electronics products are of U.S. manufacture.)
5. Value of goods in U.S. Dollars (if no charge, indicate value for U.S. Customs).
6. Reason for return shipment:
 - a. Repair (warranty or non-warranty).
 - b. Exchange (warranty, customer service, overhaul).
 - c. Consignment return.
 - d. Loaner return.
 - e. Test, sample or demonstrator equipment return.
 - f. Order error/duplicate shipment.
 - g. Other.

7. The following notification statement must appear on the invoice and waybill:

Ship in bond with U.S. Customs clearance in Phoenix, AZ. Notify:

Arizona Customs Broker
Telephone: +1 602 273-0912

8. The "Ship to/Consign to" address on your documents and packages must be:

WULFSBERG ELECTRONICS
6400 Wilkinson Drive
Prescott, AZ 86301-6164
U.S.A.

-Shipping or Freight Charges

Shipping or freight charges must be prepaid to Phoenix, Arizona unless other arrangements have been made and approved in advance of shipment. Unapproved shipments with collect charges and shipment where freight is paid to a point other than Phoenix, AZ, may be returned to you at your expense.

-Returns for Credit

Authorization is required from WULFSBERG ELECTRONICS before any equipment (except repairs) will be accepted for return. **An RMA number must be assigned before shipping products back for Credit.** Equipment returned without prior approval may be refused and returned to you at your expense.

In order for equipment to be considered for return, the following conditions must be met:

1. Equipment must have been shipped from WULFSBERG ELECTRONICS within the past ninety (90) days.
2. Equipment must be in new condition and not have been installed in aircraft.
3. Equipment must meet WULFSBERG ELECTRONICS inspection and testing criteria.

If return authorization is approved, a restocking charge of 20% will be assessed.

-Policies and Procedures

Contact our Warranty Administration or Product Support Department for further information on return goods shipments, including issuance of a credit authority for return of goods. Contact the Import Department for information on documentary import requirements and U.S. Customs entry procedures. Your adherence to these procedures will help ensure your shipment is cleared through U.S. Customs efficiently and with a minimum of cost and problems.

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