

ORDERING INFORMATION

AIRCRAFT SPRUCE PRICING POLICY

Aircraft Spruce has always taken great pride in offering aircraft builders/owners the lowest overall prices in the industry. Many items in the catalog now show discounts for various quantity purchases. Special quotations on other quantity purchases gladly furnished on request. Our online catalog pricing is updated daily and should reflect current pricing. Should there be any kind of price discrepancy we will notify you immediately. We will continue to do our best to minimize increases and offer all of our products at the best possible prices. All prices are subject to change without notice.

OPEN ACCOUNTS

Aircraft Spruce has long served many companies, schools and government agencies on an open account basis. Established companies can apply for an open account by submitting a credit application including all company data and at least three business references and bank information. Credit application forms available on request. Open account terms are net 15 days after invoice date.

DEALER/OEM DISCOUNTS

We have offered discounts to our regular dealers and FBO's for many years for resale purposes, and we welcome the addition of new dealers to best serve aviation consumers worldwide. Due to the very competitive and low margin nature of most of the prices shown in this catalog, all discounts are based on volume purchasing. Discounts for many items are shown below the product in the catalog. Discounts for items with discounts not shown in the catalog or for larger quantities than those listed can be quoted by mail, phone, or FAX upon request. You can be assured, as an aviation dealer, that you will receive the best possible net prices from Aircraft Spruce on all product lines that we carry. If you ever find a lower current advertised price on any product, just let us know and we'll beat it. Call for an Aircraft Spruce dealer application if interested in becoming a dealer for our covering supplies, hardware, or Microflight products.

PRODUCT INFORMATION

For all products, call our main sales lines at 877-4-SPRUCE. Our sales representatives will consult with other staff members or call the manufacturer of the product to get you the answer you need as quickly as possible. We are here to help!

SPECIAL ORDERS

Over the years, one of the services that our company offers that seems to be most appreciated by our customers is our willingness to research and provide quotations for special items. Other supply firms tend to discourage special requests due to the time and effort it takes to find these items, and request that customers order "catalog items" only. We have always taken a different approach and welcome requests for non-catalog items. Call or write and provide as much information as possible including make, model, serial number of aircraft and exact part number or product you need, plus your credit card number. Within 24 hours if at all possible, we will advise you of the price and delivery time on the item, at which time you can place your order if acceptable. Once an order is placed for a special order item, it cannot be cancelled or returned and must be paid in advance. If we cannot drop ship your special order, then freight charges from the factory to our warehouse will be added to your invoice. Our goal is to provide you with everything you need - if you do not find it in this catalog, let us know and we'll find it for you!

PRODUCT WARRANTY

In cooperation with the manufacturers we represent, Aircraft Spruce & Specialty Co. warrants for a period of one year (on most products) from the date of original purchase its products to be free from defects in material and workmanship. Aircraft Spruce & Specialty Co.'s obligation under this warranty is limited to repair or replacement of the purchased product only, and under no circumstances shall Aircraft Spruce & Specialty Co. be liable for any loss, damage, injury, cost of repair or consequential damages of any kind in connection with the sale, use or repair of any product purchased from Aircraft Spruce & Specialty Co. Products sold are subject to manufacturer's warranty policy. Defective merchandise or out of box failure of product is repaired or replaced at manufacturer's option. Avionics, electrical, instruments, or similar products that are defective are subject to manufacturer's warranty only, and will not be replaced immediately from Aircraft Spruce inventory.

WAIVER OF LIABILITY AND INDEMNIFICATION AGREEMENT

Inasmuch as Aircraft Spruce & Specialty Co. has no opportunity to supervise the manufacture, installation or maintenance of the parts supplied by it, nor any opportunity to participate in the design or manufacture of the various certificated and homebuilt aircraft in which its parts are utilized, the purchaser by placing an order and accepting said merchandise from Aircraft Spruce & Specialty Co. agrees that all materials purchased will be used solely at purchaser's risk and that purchaser will indemnify and hold Aircraft Spruce & Specialty Co., its owners and employees, free and harmless from all loss, liability or damage resulting from claims brought by any reason of any alleged failure or defect of any part or parts supplied by Aircraft Spruce & Specialty Co.

INTERNATIONAL CUSTOMERS

Aircraft Spruce is recognized as the leading source of materials for aircraft builders, owners and pilots around the world. Over the past 45 years we have developed a family of customers in every part of the globe. Our International order dept. is more than happy to assist you in placing and processing your order for international shipment. Please note the following guidelines for placing an international order.

You may place your order with any of our international representatives or directly with our USA, Corona facility. Correspondence should be sent in English or Spanish to expedite service.

Requests for quotation are processed within 72 hours, unless additional research is required on a product. All prices quoted and invoiced by Aircraft Spruce West are FOB Corona, CA and by Aircraft Spruce East are FOB, Peachtree City, GA. A quotation is processed as a proforma invoice for all overseas customers. A proforma invoice is not considered an order until funds are received to process the order. Actual freight charges may differ from a freight quote or estimate provided by a freight carrier.

First time orders are preferably received by fax or e-mail to insure correct notation of name and billing and shipping information. Please note the information on 8130 forms in the following paragraphs. If 8130 forms are required, we must be notified at the time the order is placed so that we may special order the documentation.

To economize on the shipping costs, international orders are generally shipped complete unless otherwise advised by the customer. We utilize DHL, UPS, Fed-Ex and Air Parcel Post for most international shipments. Shipments by DHL, UPS and Fed-Ex are highly recommended because of the excellent traceability of the shipments. Parcel post traces are very time consuming and unreliable. We cannot be responsible for shipments made by Parcel Post. Our international dept. also utilizes the services of many other air and sea carriers. Should the services of a freight forwarder be necessary we can work with one who is familiar with our service or with one of your choice to meet all of your shipment requirements. All freight, duty and customs charges are the responsibility of the customer. Preferred methods of payment are credit cards (American Express,

HAZMAT SHIPMENTS - A fee of \$50 is charged on all international shipments containing hazardous materials. This fee covers special packaging, documentation, and certification requirements that apply to hazmat orders shipping to customers outside the United States.

Visa, Mastercard, Discover) and by bank transfer. There is an additional \$20 service charge for bank transfers. When making a bank transfer please fax a copy of your transfer along with your order request to ensure accurate allocation of funds. Please note that if payment is made by bank transfer there is an approximate 7 day delay before funds are confirmed and allocated.

A complete listing of Aircraft Spruce international representatives can be found on our website. Always remember to furnish your complete communications information on your correspondence so that we may respond to your requests promptly. We welcome your orders and look forward to being part of your team during your entire project.

CERTIFICATE OF CONFORMANCE AND FORM 8130 (EXPORT)

Aircraft Spruce provides you with its own Certificate of Conformance for our products at no charge. This is noted on every invoice. Factory certification and test reports are available on some items and Form 8130 are available on FAA approved products. A cost of \$100 per product is charged to secure these forms. Please inquire at time of order if test reports are available for the items you are ordering. If available, the forms must be requested at time of order and the product must be special-ordered from the factory with the forms. These forms cannot be furnished after you receive the product. Anticipate shipping delays if Form 8130 is requested. Do not order products using catalog part number if you require form 8130, as you will receive standard parts without the form. Simply describe the part and specifically request Form 8130. Due to delays and costs involved in furnishing these forms, we strongly suggest that you check to see if the Aircraft Spruce Certificate of Conformance will be acceptable in lieu of Form 8130.

AIRCRAFT SPRUCE GIFT CARDS

Do you want to give an aircraft builder or pilot a gift from Aircraft Spruce for a birthday, holiday, or another special occasion and don't know what to get? Let them decide. Give one of our sales representatives a call at (877) 4-SPRUCE and order an Aircraft Spruce Gift Card for any dollar amount you want. The cards are valid indefinitely and can be used toward the purchase of any products sold by Aircraft Spruce. These cards are very popular and are a gift that is sure to please any aviator. Available in any denomination. If selecting USPS First Class Mail, we'll ship any gift card only order prepaid within the United States. Gift Cards are valid at all Aircraft Spruce locations.

