

Duncan Customer Return Policies

New Parts

Return of any part requires a Material Authorization Form and a copy of the Duncan Sales Invoice.

Duncan will consider return requests from Customers on a case by case basis. The following is a non-exhaustive sample of parts that are routinely denied for return: parts less than \$50, parts installed on aircraft, hazardous materials, specialty order parts, drop shift parts and shelf-life items.

Return of Duncan owned parts is subject to a \$500.00 Restock Fee or 10% of sale price, whichever is greater.

Returns of special ordered, brokered parts, are subject to vendor policies.

Additional recertification fees may also apply.

Part returns must be in same condition, in their original packaging, and with original documentation. Parts that were originally shipped with 8130 documentation will need to be sent along with the return. If the 8130 is missing, the part return will not be processed and returned at the customer expense.

All part returns must be shipped prepaid freight and in undamaged condition.

Warranty Parts

Any part being returned for warranty administration consideration by the manufacturer must be accompanied by a(n):

- Duncan Return Material Authorization (RMA) Form
- Duncan RTF (Return Traceability Form)
- Any applicable manufacturer return form

All Warranty returns must be shipped prepaid freight and in undamaged condition.

All warranty returns must include documentation clearly exhibiting the exact flight time recorded and the period of time the item was in use.

Cores

All cores must be returned with a Duncan RTF (Return Traceability Form). If brokered, the core may also require the vendors core MRA form to be completed. Item may be returned if not provided.

All cores must be returned in accordance with the applicable acknowledged Exchange Agreement to avoid additional fees.

Any part returned without prior authorization will not be processed and returns not meeting the above requirements will be returned freight collect to the customer.

Duncan Return Contact:

Email: prs.salesteam@duncanaviation.com

Phone: 402.475.4125

DUNCAN RETURN MATERIAL AUTHORIZATION (RMA) FORM
DUNCAN RTF (RETURN TRACEABILITY FORM)

THIS CUSTOMER RETURN POLICY IS A GUIDELINE ONLY AND SUBJECT TO CHANGE AT ANY TIME WITHOUT PRIOR NOTICE. IT DOES NOT CONSTITUTE A CONTRACT, EXPRESS OR IMPLIED, WITH DUNCAN.

EFFECTIVE FEBRUARY 2024