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Name: Elmar Hegenauer	Dept: Purchasing Dept	Date: April 4, 2012
Company:		Pages: 2 Includes Cover
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From

Email: sthompson@zeftronics.com

Name: Shameka Thompson	Dept: Sales / Customer Service	Date: April 4, 2012
Project #: N/a	Project Name: G2501P Quote	
Quote#: 20742Z	Customer # GER-AA001	CAR #: N/a
		Dwg #: N/a

Remarks: Urgent For Your Review Reply ASAP Please Comment

TERMS & NOTES

Pre-Delivery: 60% down and 50% of down payment is non-refundable. 40% is due at completion. Project starts upon receipt of down payment based on the delivery specified below.

Delivery: After the first article units or first order (if applicable), subsequent orders delivered within ten business days of the required date. For customer support purposes, we will keep a few units on the shelf (not applicable to FAA-PMA, FAA-STC parts).

Manufacturer Expedite: Expedite of parts are available upon request. Make expedite requests after initial down payment. The manufacturer can grant or deny expedite requests at its discretion. Payment in full is required before the expedited project begins. Available expedite is one to four weeks, as applicable. Expedite fees are non-refundable.

Shipping: Normally UPS Ground, FOB Longview, Texas. Shipping charges are non-refundable for all purchases. The quantity ordered based on the minimum must ship complete. Must accept the complete order within 12 months of placing the order.

Prices: Price excludes all shipping charges. Cost of part delivery excluding shipping. Product support cost not included. The quote is good for 15 days.

Warranty: One calendar year from the first installation date as evidenced by the returned completed warranty registration card or two years from delivery date. All units subject to terms and conditions stipulated in the warranty policy. A copy of the warranty policy comes with each product. The customer's engineering or QA requested specification change post delivery does not constitute warranty conditions.

Payment: EFT, COD, Prepayment by check, Credit or Debit Card on the first shipment. Net X terms after credit approval for subsequent shipments. Net X accounts that are 15 or more days late revert to COD or EFT/Credit Card terms automatically.

Other: All products carry a restocking fee for any non-warranty return. 8130-3 Form \$25.00 each, COC Form \$25.00 each. Wire transfer \$45.00 each. Special testing requirements not included in quote. Quotes available for engineering drawings, analysis or product support.

Cancellation or Reduced Order: If the customer fails to take delivery of the initial total quantity ordered we will charge a cancellation or reduced order fee on the difference. This fee is the price difference between the accepted and ordered quantity, based on the identified price breaks. Our receipt of the customer's PO constitutes the customer's acceptance of these terms.

Part No.	Delivery	Price Break	Min Qty	Price Each	Order By	Comments
G2501P	2 – 12 Weeks	1	1	\$975.00	April 13, 2011	
		2 – 10	2	\$755.00		
		11 - 24	11	\$690.00		
		25 - 49	25	\$547.00		

<p>Warranty Policy</p>	<p>1. Do not install this unit unless you agree to the terms and conditions of this warranty policy. By installing this unit, the buyer / installer (or his/her assignee) indicates his/her acceptance of the terms and conditions of this warranty policy. This policy contains the entire warranty terms and conditions for this product, there are no other promises or conditions in any other agreement whether written or oral concerning the subject of this policy. 2. ZEFTRONICS, herein called seller, warrants that each unit delivered shall at the time of delivery thereof to buyer or buyer's customers, be free from defects in workmanship and materials when used in a manner that is generally recognized by the industry as good aviation practice. The warranty, obligations, and liabilities of the seller hereunder are exclusive and in substitution for and buyer hereby waives all other warranties, expressed or implied, arising by law or otherwise (including, without limitation, the implied warranty or merchantability, and implied warranty arising from course of performance, course of dealing or usage of trade, any implied warranty of fitness, and any obligation of seller with respect to incidental or consequential damages), and shall not be extended, altered or varied except by a written instrument signed by seller and buyer.</p> <p>3. Extent. ZEFTRONICS' sole liability under this limited warranty shall be at ZEFTRONICS' option, to overhaul or replace any defective unit. This limited warranty excludes all other remedies against ZEFTRONICS for consequential or other damages arising out of sale, use, or operation of the unit. Any replacement unit provided pursuant to this warranty policy will only have warranty for the remainder of the warranty period applicable to the replaced unit. 4. Limitations. ZEFTRONICS will deny warranty for units only functionally tested or tested for time re-certification; units that are found to be fully functional at the receiving inspection tests; units opened by the customer; units damaged by improper storage, handling, packaging, installation, operation, alteration, repair, misuse, or abuse. Abuse can include, but may not be limited to: Damage due to faulty alternator / generator field or wiring, corrosion, deformity of unit's case, base, cover, or connector. 5. Duration of warranty: 12 months or 600 hours from installation date as verified by the completed required returned warranty registration card. Warranty is void if warranty card is incomplete or not returned. 6. Shelf life of unit: Return units that are on the shelf for more than 36 months for testing and rectification. Test charge applies. 7. Warranty Claim: Return a thoroughly completed warranty registration card within 10 days of installing this product. Properly filling the warranty card helps the installer to trouble-shoot the aircraft system. Warranty is void if completed warranty card is not returned. To claim warranty, send unit (FREIGHT PREPAID) with a <u>written description</u> of the problems that the system is experiencing. Telephone, fax, or email us to let us know it is being returned for warranty claim. See return policy for return instructions. 8. Return policy: With our prior approval (indicated by our RMA#), you may return a unit (unused & not mounted) that you have determined you do not need. Send the unit freight prepaid with all its tags and papers, and a completed warranty registration, within 5 days of receipt. Restocking fees (RSF) charged on returned units: 25% on unopened & unused units; 45% installed & used but undamaged units; 60% on damaged units; 65% on special application or custom designs; 50-98% on units that are more than 36 months old. Shipping charges are not refundable. The refund granted on a returned unit will not exceed the amount ZEFTRONICS sold unit to the first (original) purchaser be it an FBO, a dealer, a distributor, or an OEM. All returns must go through the vendor from whom the product was acquired. We provide refunds through credit cards, refund check, or account credit. Allow 2 to 3 weeks for refund processing. This return policy also applies to warranty claims and replacement units. 9. Shipping: All shipping charges, custom tariffs, taxes, or other related charges are the sole responsibility of the customer. To avoid damage to unit, and a denial of warranty claim, package the unit properly. 10. Extra charges: We will charge extra for replacing of damaged connectors /base/ case/ cover, overhauling units, testing units, performing on aircraft work, researching peculiar problems, and other non-standard requirements by the customer. 11. Replacement unit: If you want a replacement unit before sending yours in for warranty evaluation, you can purchase a new or overhauled replacement unit using your Master Card, Visa card, Discover card, UPS COD, or FEDEX COD. You pay the shipping charges. After receiving the replacement unit you have 5 days to return the warranty claim. Upon receipt and evaluation of the warranty claim, we will inform you of our findings and recommendations. See return policy for return instructions. There is a 60% RSF on damaged replacement units.</p>
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