

## General Repair Conditions

### English Version

#### **PREAMBLE**

Unless otherwise agreed in writing by the Parties, these general repair conditions are applicable from 01/03/2021 to all the customers of MEGGITT (Sensorex). (Hereinafter "Repair Conditions")

The sending of the repair order by the customer supposes the full acceptance of the Repair Terms & Conditions. These are available on request or on the following link: <https://www.meggittsensorex.fr/>

A product can be returned to us for performances check, calibration, repair, modification, return a loan or particular request.

#### **ARTICLE 1 – RETURN PROCEDURE**

For any return, please send us a Return Material Authorization (RMA) request by email to the following email address: [repair.archamps@fr.meggitt.com](mailto:repair.archamps@fr.meggitt.com)

A RMA number will then be sent to you.

All product returns should be sent to the following address:

« *Meggitt (Sensorex) SAS*  
*To the attention of the After-sales service.*  
*196 rue Louis Rustin*  
*Archamps Technopole*  
*74160 Archamps Cedex*  
*FRANCE* »

For any return, please attach to the package or send by email the following documents:

- an order value of zero Euro (0€). The principal, the payer and the delivery address will be specified on this order.
- The completed "Product Return Form".

Once all the documents have been received, the investigation of the defect will be carried out, as an indication, within two (2) weeks. The return file will be put on hold if the aforementioned documents are not transmitted.

## **ARTICLE 2 – WARRANTY**

### **Article 2.1 – OUT OF WARRANTY RETURNS**

Following the expertise, a repair quotation will be sent to the customer.

If the customer accepts the repair quotation, he must send his agreement in the form of an order. The repair of the product will begin from the sending of the acknowledgment of receipt by our teams.

If the customer refuses the offered repair quotation, or if Meggitt Sensorex finds that the product is Not Fault Found (NFF), expertise fees will be invoiced to the customer in accordance with Article 3.3.

MEGGITT (Sensorex) reserves the right not to repair obsolete products.

### **Article 2.2 – RETURNS UNDER WARRANTY**

Unless otherwise agreed in writing by the Parties, all of our products are warranted for twenty-four (24) months from the original delivery date.

#### **2.2.1 The warranty covers:**

- manufacturing defects;
- malfunctions (excluding fuses) ; and
- -labour costs.

#### **2.2.2 Are excluded from the guarantee, the malfunctions due to:**

- fuses;
- misuse or inappropriate use of the product by the customer;

For all these exclusions, MEGGITT (Sensorex) reserves the right not to apply the warranty.

#### **2.2.3 NFF**

If Meggitt Sensorex finds that the product is Not Fault Found (NFF), expertise fees will be invoiced to the customer in accordance with Article 3.3.

## **Article 2.3 – AFTER-SALES WARRANTY**

MEGGITT (Sensorex) guarantees the repair carried out by our company twelve (12) months from the date of return of the part to the customer (except for performance checks or bench testing).

### **ARTICLE 3 – EXPENSES**

#### **Article 3.1 – REPAIR FEES**

They depend on the repair to be carried out (parts and labor).

A repair quotation will be sent to the customer.

#### **Article 3.2 – TRANSPORT FEES & INCOTERM**

- When the customer sends the product to MEGGITT:  
The customer bears all the costs associated with sending of the parts to MEGGITT.  
MEGGITT does not accept Cash On Delivery (COD) returns.  
Products sent by the customer to Meggitt must be shipped DAP Archamps - Incoterm ICC 2020.
- When MEGGITT returns the product to the Customer:  
MEGGITT bears all the costs associated with returning the parts to the customer.  
Products returned by Meggitt to the customer must be shipped DAP [Place of destination] - Incoterm ICC 2020.

#### **Article 3.3 – EXPERTISE FEES**

- If the repair quotation is accepted by the customer, the expertise itself is not invoiced.
- If the repair quotation is refused by the customer, or if Meggitt Sensorex finds that the product is Not Fault Found (NFF), expertise fees will be invoiced to the customer up to one hundred and fifty (150) euros (€) per product.

#### **NOTE:**

The Repair Conditions are applied in addition to the Meggitt 'Standard Global Terms & Conditions of Sale' (French sites) dated April 2020, a copy of which is available at: <https://www.meggitt.com/about-us/our-responsibility/global-terms-conditions/>