



## Product Limited Warranty

### WARRANTY CERTIFICATE

Dillon Aero, Inc. (Dillon Aero) warrants that new Product manufactured by Dillon Aero pursuant to any Agreement, at the time of delivery, is fit for its intended use and is free from defects in design, material, and workmanship.

Dillon Aero's warranty period shall be for five (5) years commencing upon delivery of Products to the customer, or two hundred and fifty thousand (250,000) rounds in service, whichever occurs first. This warranty period specifically excludes gun barrels and all other components that have a published service life of fewer than 250,000 rounds.

Dillon Aero shall repair or replace any Product that is presented within the warranty period and found to be defective under normal use and service. Dillon Aero will accept Product outside of the warranty period for assessment of repair or replacement costs to be quoted to the Customer for consideration. Please find herein Dillon Aero's Return Authorization Procedures.

Dillon Aero's limited warranty shall become null and void if, in the judgment of Dillon Aero, a Product presented for warranty repair or replacement has been subjected to misuse, negligence to include improper care or maintenance, accident, unauthorized repair, unauthorized modification, use with unauthorized platforms or installation, or use of components not manufactured by or approved by Dillon Aero. Misuse is further defined as usage outside of intended purpose, usage beyond generally accepted gun duty cycles, or use beyond recommended service/replacement limits.

Dillon Aero makes no warranty whatsoever with respect to generators, batteries, vehicles, or other Original Equipment Manufacturer (OEM) trade items. The OEM's warranty shall govern such items. However, if any such manufacturer does not have local facilities or representative for the processing of warranty claims, any warranty claim in connection with such parts may be made directly to Dillon Aero which, as an accommodation to Customer, will submit the claim on Customer's behalf to the appropriate OEM. Items presented outside of the OEM's warranty period shall be presented with a request for quote for repair or replacement, as deemed appropriate, with all costs to be borne by the Customer.

This Limited Warranty is given to Customer only and may not be assigned or otherwise transferred by Customer (or any successor of Customer) without the prior written consent of Dillon Aero, which shall not be unreasonably withheld. Any assignment made without Dillon Aero's consent shall be ineffective and void this warranty.

#### **RETURN AUTHORIZATION PROCEDURES**

Customer Returned Property with respect to any Dillon Aero Product will be made *only* upon compliance with the following procedures:

- 1) First, a completed Return Authorization Form (*Ref, DAQF0065*) must be given promptly to Dillon Aero *prior* to returning the product.
  - a. Customer may request *and* submit the Dillon Aero Form via:
    - i. Mail: Attn: RMA Department; 8009 E. Dillons Way, Scottsdale, AZ 85260; or
    - ii. Fax: 480-948-6616; or
    - iii. Email: [CustomerSupport@dillonaero.com](mailto:CustomerSupport@dillonaero.com); or
    - iv. Dillon Aero Webpage: <https://dillonaero.com/servicesupport>.
- 2) Upon receipt of the form, Dillon Aero will provide shipping instructions and assign an RMA number that will need to be referenced on ALL paperwork.
  - a. **WARNING:** To ensure ITAR Compliance and to mitigate loss; if a product is shipped to Dillon Aero without an RMA number and/or without Dillon Aero's consent and/or compliance, the product may be returned without action (RWA), quarantined, confiscated, and/or destroyed.
- 3) Dillon Aero will, within thirty (30) days after receipt of the Dillon Aero Product, issue appropriate disposition instructions. Final determination on the repair or replacement and on the amount of warranty adjustment, if any, rests with solely Dillon Aero.
- 4) After determining to its satisfaction that the Dillon Aero Product is in fact defective, Dillon Aero shall assume one hundred percent (100%) of the cost to repair or replace any part; otherwise a quote will be provided, as necessary. Repair or replacement parts provided by Dillon Aero are warranted only for the remainder of Warranty Period.