



2016 Simplified Trade-Up Program Summary Process Review

Customer Handout

(effective October 17, 2016)

Trade-Up SUMMARY

BendixKing is pleased to announce a simplified and enhanced Trade-Up program for our most popular legacy products. This improved operational process for trade-ups and the allowance for more items per trade-in will result in ease of processing claims and a much improved timing on financial remuneration for customers with receipt of a check mailed to their US or Canadian address. This new program as reviewed below applies to the US and Canada only.

New Trade-Up Process

STEP 1 - -The new program presents a very simple process for claim submittal. Please begin by visiting the following site and select the 3rd button “Trade-Up Form”:

<http://bendixking.com/Trade-Up/How-To-Upgrade>

Once at this page, customers can select button #3 - Trade-Up Form



How To Upgrade

Qualifying Products

Trade-Up Form
USA and Canada Customers

Contact Dealer
International Customers

STEP 2 – Read the Lead in summary of the online form carefully. This selection will bring up an online form for submitting their trade-up claim for up to 5 products on a single trade-in submission. Below are very precise instructions for form completion with this lead-in instruction:

BendixKing Trade-Up Form

BendixKing.

Please make sure you have the old equipment make, model, and serial number available prior to completing this form. If you do not have this information, please reach out to the dealer that installed your new BendixKing equipment and they will help you find this information.

Under the enhanced Trade-Up program, each customer should mail their old trade-in units to the following address:

BendixKing Trade-Up
9201-B San Mateo Blvd. NE MS B7
Albuquerque, NM 87113

Upon receipt of the trade-in unit(s) in Albuquerque, BendixKing will verify the unit(s) to this completed claim submission form. The consumer Trade-Up program involving a direct check issuance to end-customers can only be issued to USA and Canadian addresses. All international customers that do not have a USA or Canadian address can secure trade-in credit from their local BendixKing dealer.

STEP 3 – Complete the information below, providing detailed address and aircraft information. Be specific with your address as this will be used to mail your Trade-Up check to a United States or Canadian address.

Customer Information

*Name:

*Address:

Address 2:

*Country:

*City:

*State:

*Zip:

*Phone:

*Email:

*Aircraft Year:

*Aircraft Make:

*Aircraft Model:

*Aircraft Serial Number:

STEP 4 – Complete the form below with details of your dealer and of new products purchased, along with information of product(s) traded-in to your BendixKing dealer.

Dealer Information

Date: 9/30/2016

*Select Canada or USA:

*Select your Dealer's State / Province:

*Dealer Name:

Trade-Up Items

*Upgrading to:

Trade-In Serial Number:

Eligible Trade-In Products:

Trade-In Value: \$0.00

Eligible Part Numbers:

Upgrading to:

Trade-In Serial Number:

Eligible Trade-In Products:

Trade-In Value: \$0.00

Eligible Part Numbers:

Upgrading to:

Trade-In Serial Number:

Eligible Trade-In Products:

Trade-In Value: \$0.00

Eligible Part Numbers:

Upon completing the online form, the customer will submit the form and receive an immediate message confirming his submittal and advising him of next steps.

Trade-Up Submission Successful

BendixKing.

Thank you for your purchase of BendixKing products and participating in the Trade-Up program.

You will receive an auto-generated email containing the details of your submission and the next steps for shipping the trade-in items to BendixKing. You can reply to that email for any follow-up communications related to your submission.

You can contact the BendixKing Sales and Support team with any questions or concerns:
sales@bendixking.com
1.855.250.7027, option 2, then option 1

CONTINUE

Almost immediately, you will receive an email confirming the details of your Trade-in claim, required steps to be followed for returning merchandise to BendixKing, and a confirmation of the value of your total trade-in claim. We expect you to receive payment within 45 days of receipt of goods in Albuquerque.

Example following of Case letter following Trade-UP submittal:

Dear Customer,

A case number, 00407152, has been assigned to your recent Trade-Up claim form submission. Please reply to this email or ensure the case number is referenced in any future communications.

At this stage in your claim processing, you have 2 key tasks to complete:

1. Ship your trade-in units prepaid to the following address:

BendixKing Trade-Up

9201-B San Mateo Blvd. NE MS B7

Albuquerque, NM 87113

NOTE: BendixKing will confirm receipt of trade-in goods via email. Trade-Up claims will not be processed without receipt of merchandise by BendixKing. BendixKing is not responsible for lost, stolen, or damaged merchandise. The customer is responsible for tracking packages and insuring against lost shipments.

2. Reply to this email with a copy of your invoice for the purchase of new BendixKing products.

BendixKing will process Trade-Up claims upon receipt of trade-in merchandise and a copy of the invoice. BendixKing reserves the right, at its sole discretion, to deny any Trade-Up claims.

Trade-Up customers should receive payment within 45 days of BendixKing receipt of trade-in merchandise. Payment will be remitted to the name and address on the Trade-Up claim form.

Thank you for your support and continued loyalty to BendixKing products.

Your trade-in product summary with values is shown below:

Aircraft Year: 1977

Aircraft Make: Cessna

Aircraft Model: C-182Q

Aircraft Serial Number: 123456

Upgrade Item 1: KSN 770

- Trading In: KLN 94

- Part Number: 069-1034-02

- SN: 123456

- Amount: \$900

Upgrade Item 2: KT 74

- Trading In: KT 76C
- Part Number: 066-1156-01
- SN: 456789
- Amount: \$563

Upgrade Item 3: KMA 30

- Trading In: KMA 28
- Part Number: 066-1176-01
- SN: 987654
- Amount: \$375

Total Amount: \$1,838

*****End of Sample letter*****

STEP 5 – Reply to this Case email with an acknowledgment and attach copies of invoices or bills of sale for all newly purchased BendixKing products.

STEP 6 - Carefully package all eligible trade-in products for shipment and return prepaid to the address provided in your Case email. All products must be returned complete, i.e. no missing faceplates, circuit boards, etc. It is not necessary to include accessory cables or wiring returned to you from the installing dealer.