

# ORDERING INFORMATION

## AIRCRAFT SPRUCE PRICING POLICY

Aircraft Spruce has always taken great pride in offering aircraft builders/owners the lowest overall prices in the industry. Many items in the catalog now show discounts for various quantity purchases. Special quotations on other quantity purchases gladly furnished on request. Our online catalog pricing is updated daily and should reflect current pricing. Should there be any kind of price discrepancy we will notify you immediately. We will continue to do our best to minimize increases and offer all of our products at the best possible prices. All prices are subject to change without notice.

## OPEN ACCOUNTS

Aircraft Spruce has long served many companies, schools and government agencies on an open account basis. Established companies can apply for an open account by submitting a credit application including all company data and at least three business references and bank information. Credit application forms available on request. Open account terms are net 15 days after invoice date.

## DEALER/OEM DISCOUNTS

We have offered discounts to our regular dealers and FBO's for many years for resale purposes, and we welcome the addition of new dealers to best serve aviation consumers worldwide. Due to the very competitive and low margin nature of most of the prices shown in this catalog, all discounts are based on volume purchasing. Discounts for many items are shown below the product in the catalog. Discounts for items with discounts not shown in the catalog or for larger quantities than those listed can be quoted by mail, phone, or FAX upon request. You can be assured, as an aviation dealer, that you will receive the best possible net prices from Aircraft Spruce on all product lines that we carry. If you ever find a lower current advertised price on any product, just let us know and we'll beat it. Call for an Aircraft Spruce dealer application if interested in becoming a dealer for our covering supplies, hardware, or Microflight products.

## PRODUCT INFORMATION

For all products, call our main sales lines at 877-4-SPRUCE. Our sales representatives will consult with other staff members or call the manufacturer of the product to get you the answer you need as quickly as possible. We are here to help!

## SPECIAL ORDERS

Over the years, one of the services that our company offers that seems to be most appreciated by our customers is our willingness to research and provide quotations for special items. Other supply firms tend to discourage special requests due to the time and effort it takes to find these items, and request that customers order "catalog items" only. We have always taken a different approach and welcome requests for non-catalog items. Call or write and provide as much information as possible including make, model, serial number of aircraft and exact part number or product you need, plus your credit card number. Within 24 hours if at all possible, we will advise you of the price and delivery time on the item, at which time you can place your order if acceptable. Once an order is placed for a special order item, it cannot be cancelled or returned and must be paid in advance. If we cannot drop ship your special order, then freight charges from the factory to our warehouse will be added to your invoice. Our goal is to provide you with everything you need - if you do not find it in this catalog, let us know and we'll find it for you!

## PRODUCT WARRANTY

Aircraft Spruce & Specialty Co.'s obligation is limited to repair or replacement of the purchased product only, and under no circumstances shall Aircraft Spruce & Specialty Co. be liable for any loss, damage, injury, cost of repair or consequential damages of any kind in connection with the sale, use or repair of any product purchased from Aircraft Spruce & Specialty Co. Products sold are subject to manufacturer's warranty policy. Defective merchandise or out of box failure of product is repaired or replaced at manufacturer's option. Avionics, electrical, instruments, or similar products that are defective are subject to manufacturer's warranty only, and will not be replaced immediately from Aircraft Spruce inventory.

## WAIVER OF LIABILITY AND INDEMNIFICATION AGREEMENT

Inasmuch as Aircraft Spruce & Specialty Co. has no opportunity to supervise the manufacture, installation or maintenance of the parts supplied by it, nor any opportunity to participate in the design or manufacture of the various certificated and homebuilt aircraft in which its parts are utilized, the purchaser by placing an order and accepting said merchandise from Aircraft Spruce & Specialty Co. agrees that all materials purchased will be used solely at purchaser's risk and that purchaser will indemnify and hold Aircraft Spruce & Specialty Co., its owners and employees, free and harmless from all loss, liability or damage resulting from claims brought by any reason of any alleged failure or defect of any part or parts supplied by Aircraft Spruce & Specialty Co.

## SPRUCE ONLINE



Aircraft Spruce Online provides customers with up to the minute account and order status utilizing their own personal computers. The Aircraft Spruce Web Site provides information on many of the products contained in this catalog, real time access to account information, open order status and filled order history available daily. Confirm order on line in real time as they are processed, and view backorder status and product availability. In addition, our partnership with UPS provides you with up to the minute shipping information including package status, scheduling, and delivery exception.

[www.aircraftspruce.com](http://www.aircraftspruce.com)

## SHIPPING TIME

Orders placed by 4:00 pm EST and 4:00 pm PST Monday-Friday for "off-the-shelf", in-stock items are normally shipped same day from the respective location. Our shipping departments are closed on Saturdays and Sundays. Although we stock the vast majority of the items in our catalog, we cannot assure that they will all be on hand at all times. We ship every order as quickly as possible, and in the event of a delay, be assured that we are working hard to get your order shipped promptly. Due to order volume during holidays, we cannot guarantee that all orders placed can ship on the day after the holiday closure. Orders for spruce, tubing and other special cut products may take a few days to ship depending on order volume. Special order products ship base on the lead times of each manufacturer. Note: Special Instructions may delay shipment of your order.

## CRATING FEE

Please note that to ensure all full sheets of aluminum are delivered in good condition, a crating or sheet pack fee will apply. For 4' x 12' sheets, and any 4' x 8' or 4' x 6' shipment weighing over 100 lbs, a \$85.00 fee will apply for a custom shipping crate to protect the material. For all 4' x 8' and 4' x 6' aluminum orders weighing under 100 lbs, a \$45.00 fee will apply for a honeycomb reinforced shipping container to protect the material.

## ADDING ON TO AN ORDER

In order to ensure efficient, accurate processing of orders in the warehouse, we have several restrictions for adding on to placed orders. The restrictions include:

- Orders that have "Packed" or "Invoiced" status
- Orders qualifying for free shipping
- Orders placed by PayPal
- Orders containing special order items

We have also implemented a 1:00 pm local time cutoff for add-ons at the respective origin warehouse on the day the order is shipping.

If the order has an "open" status and it is before the 1:00 pm cutoff, you can add on to it using the website in the "Order Self Help" screen or by calling our Customer Service department. If we cannot add products to the open order due to the restrictions listed above, we will be glad to take a new order for the additional products.

## CERTIFICATE OF CONFORMANCE AND FORM 8130 (EXPORT)

Aircraft Spruce provides you with its own Certificate of Conformance for our products at no charge. This is noted on every invoice. Factory certification and test reports are available on some items and Form 8130 are available on FAA approved products. A cost of \$100 per product is charged to secure these forms. Please inquire at time of order if test reports are available for the items you are ordering. If available, the forms must be requested at time of order and the product must be special-ordered from the factory with the forms. These forms cannot be furnished after you receive the product. Anticipate shipping delays if Form 8130 is requested. Do not order products using catalog part number if you require form 8130, as you will receive standard parts without the form. Simply describe the part and specifically request Form 8130. Due to delays and costs involved in furnishing these forms, we strongly suggest that you check to see if the Aircraft Spruce Certificate of Conformance will be acceptable in lieu of Form 8130.

## AIRCRAFT SPRUCE GIFT CARDS



Do you want to give an aircraft builder or pilot a gift from Aircraft Spruce for a birthday, holiday, or another special occasion and don't know what to get? Let them decide. Give one of our sales representatives a call at (877) 4-SPRUCE and order an Aircraft Spruce Gift Card for any dollar amount you want. The cards are valid indefinitely and can be used toward the purchase of any products sold by Aircraft Spruce. These cards are very popular and are a gift that is sure to please any aviator. Available in any denomination. If selecting USPS First Class Mail, we'll ship any gift card only order prepaid within the United States and Canada. Gift Cards are valid at all Aircraft Spruce locations.