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ARLINGTON TX 76011
USA

Identification Number: 98-1197559

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Website : satinox-fasteners.com

Terms and Conditions

Purchase :

General:

Purchasing documents clearly describe the products and services being ordered and clearly states Satinox Fasteners requirements. Applicable information regarding requirements for approval of product, procedures, processes and equipment, part number or other precise identification shall be noted on the face of the purchase order. Satinox Fasteners will not pay for over shipments without prior approval.

Quality Management System:

The supplier quality management system shall be in compliance with ISO9001, MIL-145208, AS9100 (9120) or equivalent.

Packaging and Shipping:

Seller will package, mark, and ship all product(s) in a manner which is in accordance with good commercial practice for protection of product(s) received. Seller shall mark all containers with necessary lifting, handling, and shipping information.

Provision of Product Integrity and Traceability:

When applicable, all products supplied by the supplier must be legible and traceable to the manufacturer with full lot traceability. Paperwork traceability must be maintained at the supplier's facility. Supplier must provide Manufacturer Certificate of Conformance (CofC) and Test Reports (T/R) upon request. Satinox Fasteners prohibits any purchase, shipment, or circulation of counterfeit/suspect unapproved products.

Notification of Design Changes:

Suppliers with design authority are required to notify Satinox Assemblage if any proposed design changes affect fit, form, function, or safety of the product. Suppliers must obtain prior approval from Satinox Fasteners, before manufacturing and delivery of any design changes.

Revision Status:

Specifications, drawings, and process requirements used in production shall be the most current revision at the time of production, unless otherwise specified on the Purchase Order.

Notification of Nonconforming Material:

No product shall be shipped under a Purchase Order which contains material that departs from drawings or specifications. The supplier will provide Satinox Fasteners notification of any proposed deviation of material and receive consent by Satinox Fasteners, to manufacture and ship nonconforming material. The supplier shall be responsible for any additional costs, such as re-stocking fees incurred due to use of such nonconforming material. Should the supplier discover that nonconforming material has been delivered to Satinox Fasteners, it is the suppliers' responsibility to notify Satinox Fasteners immediately.

Flow Down of Requirements:

Supplier is required to flow down the quality requirements of Satinox Fasteners Purchase Orders to any sub-tier sources or processors used in the production of the order.

Right of Entry:

Satinox Fasteners, its Customers, and regulatory authorities reserve the right to perform audits and/or inspections at the suppliers' facilities. These audits and/or inspections are performed to determine if the product supplied conforms to the Purchase Order requirements and may include certifications inspection and/or test reports along with any other relevant documents indicating product performance.

Record Retention:

Records will be retained as directed by government and/or regulatory agencies. The minimum retention period for Satinox Fasteners is 3 years.

Shipment Tolerance:

Ship quantity tolerance is +/- 0% without written approval.

Sale :

Return Policy:

No Returns will be accepted by Aircraft Hardware West, Inc. (Satinox Fasteners) unless authorized with a Return Modification Authorization (RMA) number. Product must be returned in original packaging. Shortages must be reported within 10 days of receipt. Defective material must be reported within 30 days of receipt. Liability is limited to replacement of, or credit for, such material and in no case shall exceed the invoice value for such material. Accommodating returns must be requested within 30 days. A 20% re-stocking fee will apply, with a minimum of \$50.

Order Minimums:

Unless other terms have been agreed to, minimums are \$50 per order and \$25 per line.

Price Quotes:

Quotes are valid for 30 days (unless otherwise noted) and are subject to prior sale. Every effort will be made to maintain the listed or quoted prices; however, prices are subject to change, without notice, due to among other things changes in costs of material and/or manufacturing services. Prices and availability information received from Satinox Fasteners sales representatives DO NOT constitute legally binding offers.

Payment Terms:

Shipments to a Customer who has not established credit terms will be charged to a credit card (VISA, MasterCard) shipped Cash on Delivery (COD), and/or Wire ACH. Customers that wish to pay on credit terms but have not established credit with Satinox Fasteners must send references to be reviewed for open terms. Invoices will be emailed, faxed and/or mailed depending upon Customers request upon the next business day. Payments from a Customer who has been given open terms should be mailed to the address shown on the invoice within 30 days of receipt of the invoice. Unpaid invoice balances will be subject to any collection costs or fees incurred (unless special terms have been arranged). Accounts with unpaid balances over 60 days will be placed on credit hold. Satinox Fasteners reserves the right to modify or withdraw credit terms and/or credit limits at any time without notice.

Export Restrictions:

Customer agrees to comply with all United States laws and regulations including the Export Administration Regulations (EAR) and the International Traffic in Arms Regulations (ITAR). Such products may not be exported or re-exported to a national or resident of any country to which the United States embargoes goods without appropriate approvals or licenses. Customer is responsible for complying with any local laws in Customer's country, which may impact Customer's right to import, export, or use the parts.

Delivery:

Stocked items will be shipped within 48 hours unless delayed delivery is requested. If we are temporarily out of stock, Customer will be notified and a lead-time will be provided for any back-ordered item. All orders will be shipped UPS Ground prepay and add, unless other arrangements have been made.

Preservation of Product:

Satinox Fasteners preserves the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable, preservation shall include identification, handling, packaging, storage, and protection. Preservation of product also includes, where applicable in accordance with product specifications and applicable statutory and regulatory requirements, provisions for detection and removal of foreign objects, shelf-life control, and stock rotation. Nonconforming parts are physically segregated from conforming parts according to the quality manual.

Material Certification:

Satinox Fasteners hereby certifies that to the best of our knowledge the products delivered conform to the requirements of the applicable specification in accordance with the manufacture drawings, International and/or government standards. Product drawings, government standards, and inspection evidence are subject to availability in the files (of Satinox Fasteners. The liability of Satinox Fasteners is limited exclusively to replacement of any item which is rejected because of a defect in material or workmanship. Replacement shall constitute satisfaction of all liability that Satinox has in connection with such items sold and in no event shall Satinox be liable for special, indirect or consequential damages. By receiving delivery of goods covered by this invoice, buyer assents to the terms and conditions set forth on this page.