

EXCHANGE POLICY

1. For items sold on **EXCHANGE**, core **MUST** be returned for core credit.

NOTE: NO OUTRIGHT SALES.

2. Cores are to be returned within **30 DAYS** from the invoice ship date. Cores received after the 30-day window may be credited back up to a portion of the core amount pending inspection and acceptance, but are subject to Cox Airparts' discretion.
3. Cores must be complete (not missing any parts), undamaged, and repairable to be considered an **ELIGIBLE** core. Cores must be the same part number and manufacturer as sold on the original invoice. Ordering party is responsible for verifying the decal part number before placing the order. If the wrong part is ordered, there will be applicable fees (see *Parts Return* document).
4. If any core is found to require parts over and above the parts replaced with normal overhaul, the customer will be back-billed the additional cost, not to exceed the original core amount. If a core is found to be B.E.R. (beyond economical repair), the entire core amount will be charged or forfeited. The customer may request the core be returned to them at their expense.
5. Core credit will be refunded only after overhaul of the core which could take up to **30-60 days**. Billbacks will be deducted from the refund amount as well as payment fees associated with the return of funds. A refund will only be made to the same payment method used for original purchase.

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