

Returns & Warranty Policy

At ola aerospace, we stand behind the quality of every part we supply. This policy outlines how customers can request a return, replacement, or warranty evaluation.

How to Request a Return Material Authorization (RMA) or Warranty Claim

To start a return RMA or warranty request, please provide:

- Part number
 - Serial number and/or quantity
 - Purchase order or PO number
 - Reason for the request
 - Supporting documents (photos, rejection reports, failure findings, etc.)
 - Preferred resolution (credit, replacement, repair)
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Resolution Options

Available options depend on the part condition:

New / New Surplus / Expendables

- Replacement
- Partial credit
- Credit only
- Warranty repair (if applicable)

Serviceable / Overhauled Rotables

- Replacement (if available)
- Warranty repair

- Partial credit
- Credit only

As-Removed Parts

- Replacement
- Partial credit
- Credit only

Replacement Parts

If a replacement is requested and available, it will be processed under a new or revised purchase order. Credits for returned parts are issued after inspection.

Return Requirements

To qualify for credit or warranty review, returns must include:

- All original documentation supplied by ola aerospace
- Any failure or rejection reports
- All removed components (for BER returns)

Items may be rejected if seals are broken, units are altered, or packaging is tampered with.

Warranty Coverage

Warranty periods vary based on condition:

- **Serviceable – Inspected/Tested:** 30 days to report defect
- **Serviceable – Repaired/Modified:** 6 months (work performed & replaced parts)
- **Overhauled:** 1-year functional warranty

When third-party repair stations are used, their warranty applies.

Courtesy Warranty Periods

For parts sold from ola aerospace stock:

- **New Surplus:** 30 days
- **Factory New:** 1 year from manufacture date
- **SV Tested/Inspected:** 30 days
- **SV Repaired:** 30–90 days (based on repair date)
- **Overhauled:** 30–120 days (based on repair date)

Courtesy returns for ordering errors may include a 25% restocking fee.

Fees & Responsibilities

- Invoices must be paid on time, regardless of warranty processing.
 - If the part is **No Fault Found (NFF)** or damaged by the customer, evaluation and recertification fees apply.
 - Customers have **48 hours** to approve NFF charges before automatic processing.
 - Any repairs unrelated to prior work are the customer's responsibility.
 - Customers pay return shipping unless the issue is confirmed to be due to ola aerospace or the repair facility.
 - Any import/duty fees on returns are the customer's responsibility.
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