

RETURN & EXCHANGE POLICY

CERO DIGI MRO Division — www.cerodigi.net

Effective Date: 21 March 2026

KEY NOTICE: Non-stock and special order items are **NON-CANCELLABLE** and **NON-RETURNABLE** once order confirmation is issued. Stock item returns are subject to a 50% restocking fee and CERO DIGI's prior written approval. No part may be returned without a Return Merchandise Authorisation (RMA) number issued by CERO DIGI.

1. Purpose and Scope

This Return & Exchange Policy sets out the terms and conditions under which aircraft spare parts and components supplied by CERO DIGI TEKNOLOJI SANAYI VE TICARET LIMITED SIRKETI (trading as CERO DIGI) may be returned or exchanged by customers.

This policy applies to all customers purchasing parts through www.cerodigi.net or directly from CERO DIGI. It should be read in conjunction with the CERO DIGI Terms & Conditions, Warranty Disclaimer & Policy, and Quality & Traceability Policy, all of which are available at www.cerodigi.net. In the event of any conflict between this policy and the Terms & Conditions, the Terms & Conditions shall prevail.

2. Quick Reference Summary

The table below provides a summary of return and exchange eligibility by scenario. Full details for each scenario are set out in the sections that follow.

Scenario	Eligible?	Restocking Fee	Return Window	Credit / Refund
Stock item — buyer change of mind / over-order	Yes — at CERO DIGI discretion	50% of invoice value	Negotiated per order type	Credit note only
Non-stock / special order item	NO — non-cancellable, non-returnable	N/A	N/A	No refund or credit
Incorrect part supplied by CERO DIGI	Yes — full return	None	7 days from receipt	Full replacement or refund
Defective / non-conforming part	Yes — warranty return	None	Per warranty policy	Replacement, refund, or credit
Part damaged in transit (risk transferred)	No — raise with carrier	N/A	N/A	Insurance / carrier claim
AR / AS condition parts	NO — no return accepted	N/A	N/A	No refund or credit
Credit return — stock items	Yes — subject to inspection	50% of invoice value	Negotiated per order type	Credit note — applied to future order

3. Non-Returnable Items

The following categories of parts are strictly NON-RETURNABLE under any circumstances. No exceptions will be made regardless of the reason for the return request.

3.1 Non-Stock and Special Order Items

Parts that are not held in CERO DIGI's regular stock and are procured specifically to fulfil a Buyer's purchase order are classified as non-stock or special order items. This includes but is not limited to:

- Parts sourced from third-party suppliers specifically for the Buyer's order
- OEM direct orders placed on behalf of the Buyer
- Parts subject to overhaul, repair, or modification initiated on the Buyer's behalf
- Parts with customer-specific documentation packages arranged upon order

Non-stock and special order items are firm and binding upon order confirmation. No cancellation, return, or exchange will be accepted after order confirmation has been issued, regardless of the reason.

3.2 As Removed (AR) and As Is (AS) Parts

Parts supplied on an AR or AS basis are sold without warranty and without representation of serviceability. Such parts are non-returnable. The Buyer accepts full responsibility for assessing and certifying AR and AS parts before use.

3.3 Installed Parts

Any part that has been installed, operated, or put into service is non-returnable. Installation of a part by the Buyer constitutes unconditional acceptance of the part's condition at the time of delivery.

3.4 Parts Without Original Documentation

Parts returned without their original Airworthiness Documentation, packaging, and labels will not be accepted. All returns must be accompanied by the complete original documentation package as supplied by CERO DIGI.

3.5 Hazardous Materials

Parts classified as hazardous materials under IATA Dangerous Goods Regulations (DGR) or applicable transport law may not be returned unless CERO DIGI has issued specific written authorisation and provided handling instructions.

4. Stock Item Returns

4.1 Eligibility

Returns of stock items (parts held in CERO DIGI's regular inventory) may be considered at CERO DIGI's sole discretion, subject to all of the following conditions being met:

- The part is a stock item and was not procured specifically for the Buyer's order
- The part has not been installed, operated, or put into service
- The part is in its original uninstalled condition with all original Airworthiness Documentation, packaging, and labels intact and undamaged
- The return request is submitted within the return window agreed at the time of order, or as negotiated per part type
- A Return Merchandise Authorisation (RMA) number has been issued by CERO DIGI prior to return shipment

4.2 Return Window

The return window for stock items is not fixed and varies by part type, condition, and commercial agreement. The applicable return window for each order is confirmed in writing on the Proforma Invoice or Order Confirmation, or negotiated between CERO DIGI and the Buyer at the time of order. Where no return window is specified, no return right is implied beyond the 7-day discrepancy reporting obligation in Section 7.

4.3 Restocking Fee

A restocking fee of fifty percent (50%) of the original invoice value will be applied to all approved stock item returns. This fee reflects the cost of re-inspection, re-documentation, re-packaging, and re-stocking of the returned part. The restocking fee is non-negotiable and is deducted from any credit note or refund issued.

4.4 Return Shipping

All return shipping costs, including export clearance from the Buyer's country, freight, insurance, and any import duties or taxes applicable upon re-entry into Turkiye, are the sole responsibility of the Buyer. CERO DIGI will provide return shipping instructions upon issuance of the RMA number. Parts must be returned using an approved freight carrier with full tracking and adequate insurance coverage for the value of the part.

4.5 Inspection Upon Return

All returned parts are subject to incoming inspection by CERO DIGI's quality team upon receipt. CERO DIGI reserves the right to reject any returned part that:

- Shows signs of installation, use, or damage not present at the time of original dispatch
- Is missing original documentation, packaging, or labels
- Has been stored or handled incorrectly, causing deterioration of condition
- Does not match the part number, serial number, or condition stated on the RMA authorisation

Where a returned part is rejected upon inspection, CERO DIGI will notify the Buyer in writing within five (5) business days and arrange return of the part to the Buyer at the Buyer's cost. No credit or refund will be issued for rejected returns.

5. Credit Returns

5.1 Credit Return Program

CERO DIGI offers a credit return program for eligible stock items. Under this program, approved returns of stock items are credited against future orders rather than refunded in cash. Credit returns are subject to the same eligibility criteria, return window, and restocking fee as standard stock item returns (Section 4).

5.2 Credit Note Issuance

Where a return is approved under the credit return program, CERO DIGI will issue a credit note equal to the original invoice value of the returned part, less the applicable 50% restocking fee, following satisfactory inspection of the returned item. Credit notes are:

- Valid for a period of twelve (12) months from the date of issuance
- Applicable against any future CERO DIGI order of equivalent or greater value
- Non-transferable and not redeemable for cash
- Subject to forfeiture if not used within the validity period

5.3 Cash Refunds

Cash refunds are not available under the credit return program. Cash refunds are only available in the following circumstances:

- Parts supplied in error by CERO DIGI (incorrect part number or condition)
- Parts confirmed as defective under the warranty claims procedure
- Where expressly agreed in writing by CERO DIGI on a case-by-case basis

6. Defective and Incorrectly Supplied Parts

6.1 Parts Supplied in Error

Where CERO DIGI dispatches a part that does not match the part number, condition code, or specification confirmed on the Order Confirmation, the Buyer is entitled to return the part at no cost and receive either a full replacement or a full cash refund at the Buyer's election. No restocking fee applies to returns arising from CERO DIGI's supply error.

The Buyer must notify CERO DIGI in writing within seven (7) calendar days of receipt of the discrepancy, providing the Order reference, a description of the discrepancy, and photographic evidence. CERO DIGI will issue an RMA number and return shipping instructions upon verification of the discrepancy.

6.2 Defective Parts

Returns arising from confirmed part defects are governed by the CERO DIGI Warranty Disclaimer & Policy. Please refer to that policy for the full warranty claims procedure, applicable claim windows, and resolution options. Defective part returns are not subject to a restocking fee where the defect is confirmed as attributable to CERO DIGI.

7. Discrepancy and Shortage Reporting

The Buyer must inspect all deliveries promptly upon receipt. Any discrepancy, shortage, damage, or quality concern must be reported to CERO DIGI in writing within seven (7) calendar days of the date of delivery. Reports submitted after this period may not be accepted.

Discrepancy reports must be submitted to info@cerodigi.net with the subject line "Delivery Discrepancy — [Order Reference]" and must include:

- Order reference and Proforma Invoice number
- Description of the discrepancy, shortage, or damage
- Photographic evidence of the part, packaging, and labels as received
- Confirmation of whether the outer packaging showed signs of damage on arrival

8. Return Merchandise Authorisation (RMA) Procedure

No part may be returned to CERO DIGI without a valid Return Merchandise Authorisation (RMA) number. Returns received without a valid RMA number will be refused and returned to the sender at the sender's cost.

8.1 How to Request an RMA

1. Submit a written return request to info@cerodigi.net with the subject line "RMA Request — [Order Reference] — [Part Number]"
2. Include in the request: Order reference, Proforma Invoice number, part number, serial number (if applicable), condition code, reason for return, and photographic evidence
3. CERO DIGI will assess the return request and respond within five (5) business days
4. If approved, CERO DIGI will issue an RMA number and provide return shipping instructions

5. The RMA number must be clearly marked on the outside of all return shipment packaging
6. The part must be returned within fourteen (14) calendar days of RMA issuance, unless otherwise agreed in writing

8.2 RMA Validity

RMA numbers are valid for fourteen (14) calendar days from the date of issuance. Parts returned after RMA expiry without prior written extension approval from CERO DIGI will be refused. Expired RMAs will require a new return request submission.

8.3 Packaging Requirements

All parts must be returned in packaging that provides adequate protection for the part type and condition. Electronic and avionics components must be returned in ESD-safe packaging. Parts returned with inadequate packaging that results in damage during return transit will be treated as damaged returns and will not be eligible for credit or refund.

9. Loan Part Returns

Parts supplied to the Buyer on a loan basis are subject to the terms of the individual Loan Agreement signed at the time of dispatch. The following general conditions apply to all loan returns:

- Loan parts must be returned within the period specified in the Loan Agreement
- Parts must be returned in the same airworthy condition as dispatched, with equivalent Airworthiness Documentation
- The Buyer is responsible for all return shipping costs and for ensuring the part is adequately insured during return transit
- Failure to return a loan part within the agreed period will result in conversion of the loan to a sale at the agreed exchange or list price, plus any applicable late return charges specified in the Loan Agreement
- Parts returned damaged, incomplete, or without adequate documentation will be subject to assessment charges as specified in the Loan Agreement

10. Governing Law

This Return & Exchange Policy is governed by and construed in accordance with the laws of the Republic of Türkiye. Any disputes arising in connection with a return or exchange request that cannot be resolved by good-faith negotiation shall be subject to the exclusive jurisdiction of the courts of Istanbul, Türkiye, in accordance with CERO DIGI's Terms & Conditions.

11. Returns Contact

For return requests, RMA enquiries, discrepancy reports, or any other return and exchange related matter, please contact:

Company: CERO DIGI TEKNOLOJI SANAYI VE TICARET LIMITED SIRKETI

Trading as: CERO DIGI

Returns Email: info@cerodigi.com | info@cerodigi.net

RMA Request Subject: "RMA Request — [Order Reference] — [Part Number]"

Discrepancy Subject: "Delivery Discrepancy — [Order Reference]"

AOG Hotline (24/7): +90-539-704-3382 (Direct / WhatsApp)

Address: KEMALPASA MAH. MEHMET AKIF BLV. NO: 238/1, BAGCILAR / ISTANBUL, TURKIYE

Website: www.cerodigi.net

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