

SHIPPING POLICY

CERO DIGI MRO Division — www.cerodigi.net

Worldwide Aviation Parts Supply | AOG 24/7

Effective Date: 21 March 2026

1. Introduction

This Shipping Policy sets out the terms, conditions, and procedures governing the dispatch and delivery of aircraft spare parts and components by CERO DIGI TEKNOLOJI SANAYI VE TICARET LIMITED SIRKETI (trading as CERO DIGI) to customers worldwide.

All shipments are governed by Incoterms 2020 as specified on the Proforma Invoice or Order Confirmation and are subject to CERO DIGI's full Terms & Conditions, which are available at www.cerodigi.net. This Shipping Policy should be read in conjunction with the Terms & Conditions, Warranty Disclaimer & Policy, and Return & Exchange Policy.

CERO DIGI dispatches only after full advance payment has been received and confirmed. No shipment will be released prior to payment clearance. For AOG orders, dispatch against a pre-approved written purchase order may be considered on a case-by-case basis.

2. Dispatch Origin

All shipments originate from CERO DIGI's facility in Istanbul, Turkiye, unless otherwise agreed in writing. The dispatch address is:

Company: CERO DIGI

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

Country: Turkiye

In exceptional circumstances, and where agreed in writing, CERO DIGI may arrange direct shipment from a supplier's location to the Buyer's address. Such arrangements will be confirmed on the Order Confirmation and the applicable Incoterms term will reflect the agreed point of risk transfer.

3. Delivery Terms — Incoterms 2020

All shipments are governed by Incoterms 2020 as published by the International Chamber of Commerce. The applicable delivery term for each order is confirmed on the Proforma Invoice or Order Confirmation. The following terms are used by CERO DIGI:

Incoterm	Applies To	Risk Transfer Point	Export Clearance	Import Clearance & Duty
DDP (Delivered Duty Paid)	Domestic Turkey orders only	At Buyer's named delivery address	CERO DIGI	CERO DIGI — all duties and taxes included
CPT (Carriage Paid To)	International — where agreed per order	When goods handed to first carrier in Istanbul	CERO DIGI	Buyer — responsible for import duties and taxes at destination

Incoterm	Applies To	Risk Transfer Point	Export Clearance	Import Clearance & Duty
EXW (Ex Works)	International — where agreed per order	At CERO DIGI's premises in Istanbul	Buyer	Buyer — fully responsible for all export and import

Where no Incoterms term is specified on the Order Confirmation, EXW Istanbul shall apply as the default for all international orders. For domestic Turkish orders, DDP shall apply as the default.

IMPORTANT: Under EXW terms, the Buyer assumes full responsibility for export clearance from Turkiye, including any export licences, SHGM approvals, and customs documentation. CERO DIGI will provide reasonable cooperation but bears no responsibility for export compliance under EXW.

4. Shipping Methods

4.1 Standard Air Freight

Standard air freight is available for all non-AOG orders where the Buyer's delivery timeline allows for standard booking with the selected carrier. Standard air freight transit times vary by destination and carrier but are typically two (2) to five (5) business days from departure. Tracking information is provided upon shipment confirmation.

4.2 Express / Priority Air Freight

Express and priority air freight services are available for all orders requiring faster delivery, including AOG situations. Express shipments are prioritised by CERO DIGI for same-day or next-day dispatch wherever possible, subject to payment clearance and carrier availability. Express freight is subject to premium freight rates which will be confirmed on the Proforma Invoice.

4.3 AOG Shipments

AOG orders receive the highest dispatch priority within CERO DIGI's operations. Upon confirmation of an AOG order and payment clearance, CERO DIGI will:

1. Identify the fastest available routing to the destination airport or address
2. Book the earliest available flight with the most appropriate carrier
3. Confirm dispatch details and provide AWB (Air Waybill) tracking information to the Buyer as soon as available
4. Provide regular status updates until confirmed delivery

AOG freight charges are applied at the carrier's express or priority tariff and are charged to the Buyer at actual cost. CERO DIGI does not mark up freight charges.

4.4 Customer's Nominated Carrier

For EXW and CPT orders, the Buyer may nominate their own preferred freight carrier. In such cases, the Buyer must provide complete carrier account details, collection instructions, and any special handling requirements prior to the scheduled dispatch date. CERO DIGI will liaise with the nominated carrier but accepts no responsibility for the carrier's performance, scheduling, or delivery.

5. Approved Freight Carriers

CERO DIGI works with the following approved international freight carriers. The carrier selected for each shipment is determined based on destination, shipment weight and dimensions, urgency, and cost-effectiveness. All carriers are selected from internationally certified and reputable logistics providers with established aviation cargo handling capabilities.

Carrier	Services	Typical Transit Time	Tracking
DHL Express	Express air freight, international courier, door-to-door delivery	1–3 business days (international express)	Full online tracking via dhl.com
FedEx	Express air freight, international courier, priority and economy options	1–5 business days depending on service level	Full online tracking via fedex.com
UPS	Express and standard air freight, international courier	1–5 business days depending on service level	Full online tracking via ups.com
Turkish Cargo / Turkish Airlines	Standard and priority air freight, cargo-to-cargo, wide-body capacity for larger shipments	1–4 business days (subject to flight schedules)	Tracking via turkishcargo.com
Lufthansa Cargo	Standard and priority air freight, specialised aviation cargo handling	1–4 business days (subject to flight schedules)	Tracking via lufthansa-cargo.com
Customer's Nominated Carrier	Buyer may nominate their preferred carrier for EXW or CPT shipments	Per carrier's own schedule	Per carrier's own tracking system
Other International Carriers	Other certified international freight carriers as appropriate to destination and shipment requirements	Varies by carrier and destination	Provided upon shipment confirmation

CERO DIGI reserves the right to select the most appropriate carrier for each shipment based on the criteria above. Where the Buyer has a specific carrier preference, this should be communicated in writing at the time of order placement.

6. Shipping Costs

6.1 Freight Charges

Shipping costs are charged to the Buyer at actual cost — CERO DIGI does not apply a mark-up on freight charges. The freight cost for each shipment is determined by the carrier's tariff based on the shipment's actual weight, volumetric weight, destination, and selected service level.

Freight charges are quoted and confirmed on the Proforma Invoice prior to dispatch. Where the exact freight cost cannot be determined at the time of quotation (for example, due to pending weight and dimension confirmation), an estimated freight cost will be provided and the final actual cost will be invoiced separately or adjusted upon shipment.

6.2 DDP Orders — Freight Included

For domestic Turkish orders shipped on DDP terms, freight costs are included in the quoted price. All applicable Turkish customs duties, taxes, and last-mile delivery charges are borne by CERO DIGI.

6.3 CPT Orders — Freight to Named Destination

For international CPT orders, CERO DIGI bears the freight cost to the named destination point specified in the Order Confirmation. Import duties, taxes, customs clearance costs, and any inland delivery charges at the destination are the Buyer's sole responsibility.

6.4 EXW Orders — All Freight Costs to Buyer

For EXW orders, all freight, export clearance, insurance, and delivery costs from CERO DIGI's Istanbul premises to the final destination are the sole responsibility of the Buyer.

6.5 Additional Charges

The Buyer is responsible for all additional charges that may arise in connection with the shipment, including but not limited to:

- Customs clearance and brokerage fees at the destination
- Import duties, VAT, and other taxes levied at the destination
- Demurrage, storage, or port holding charges arising from delayed customs clearance
- Re-delivery charges where the Buyer or consignee is unavailable to accept delivery
- Special handling surcharges levied by the carrier

7. Cargo Insurance

7.1 Insurance Arrangement

CERO DIGI can arrange all-risk cargo insurance for shipments on behalf of the Buyer. Insurance is arranged through reputable international marine and aviation cargo insurers and covers the declared value of the shipment from the point of dispatch to delivery at the named destination.

CERO DIGI strongly recommends that all Buyers opt for cargo insurance, particularly for high-value aviation components. The aviation parts supply chain involves multiple handling points and international transit, and uninsured losses are entirely at the Buyer's risk.

7.2 Insurance Cost

Cargo insurance is arranged at actual cost and charged to the Buyer on the Proforma Invoice. The insurance premium is calculated as a percentage of the declared shipment value, based on the insurer's current rate for the relevant commodity, origin, and destination.

7.3 Declared Value

The declared value for insurance purposes is the commercial invoice value of the parts as stated on the Proforma Invoice, unless the Buyer requests a higher declared value in writing prior to dispatch. Under-declaration of value is not recommended as it limits the recoverable amount in the event of a claim.

7.4 Insurance Claims

In the event of loss or damage to a shipment for which CERO DIGI has arranged insurance, the Buyer must:

5. Note any visible damage or shortage on the carrier's delivery receipt at the time of delivery and retain a copy
6. Notify CERO DIGI in writing within twenty-four (24) hours of delivery of any damage or loss
7. Preserve all original packaging, labels, and damaged items for inspection by the insurer's surveyor
8. Submit a formal insurance claim to CERO DIGI within seven (7) calendar days of delivery, including photographs and a written description of the damage or loss

CERO DIGI will submit the insurance claim on the Buyer's behalf and assist in the claim process. Insurance claim settlement timelines are determined by the insurer and are outside CERO DIGI's control.

7.5 Uninsured Shipments

Where the Buyer declines cargo insurance, the Buyer assumes full risk of loss or damage to the shipment from the point of risk transfer as defined by the applicable Incoterms 2020 term. CERO DIGI accepts no liability for loss or damage to uninsured shipments after risk has transferred to the Buyer.

8. Packaging and Labelling

8.1 Standard Packaging

CERO DIGI packs all shipments in accordance with standard aviation industry packaging practices and applicable carrier requirements. Packaging is selected based on the part type, condition, fragility, and weight to ensure adequate protection during international air freight transit.

- Rotable and mechanical components are packed in rigid cartons or crates with appropriate cushioning and void fill
- Electronic and avionics components are packed in ESD-safe bags and anti-static packaging within a rigid outer carton
- Small components and hardware are individually bagged, labelled, and consolidated into a single carton where applicable
- Fragile items are marked accordingly on the outer packaging

8.2 Original OEM Packaging

New parts (NE/FN/NS) are dispatched in their original OEM packaging wherever this is intact and available. Where original OEM packaging is not available or has been opened for inspection purposes, CERO DIGI will repackage the part appropriately and note this on the dispatch documentation.

8.3 Airworthiness Documentation Packaging

All Airworthiness Documentation accompanying a shipment is placed in a clearly marked document envelope attached to or enclosed within the shipment. Documentation is never packed loose within the outer carton. A packing list is included with every shipment.

8.4 Labelling

All outer cartons are labelled with the following information:

- CERO DIGI name and dispatch address
- Buyer's name and delivery address
- Order reference number and part number(s)
- Air Waybill (AWB) number and carrier details
- Package number and total number of packages in the shipment
- Handling instructions where applicable (e.g. Fragile, This Way Up, ESD Sensitive)

9. Dispatch Lead Times

9.1 Standard Orders

Standard orders are dispatched within the lead time confirmed on the Proforma Invoice or Order Confirmation. Dispatch lead times vary depending on part availability, documentation preparation, and carrier booking availability. Typical dispatch lead times from payment confirmation are:

- In-stock parts with documentation ready: same business day to two (2) business days
- Parts requiring documentation preparation or supplier collection: two (2) to five (5) business days
- Special order or non-stock items: as confirmed on the individual quotation

9.2 AOG Orders

AOG orders are processed on a priority basis. CERO DIGI targets same-day dispatch for AOG orders where payment is confirmed before midday Istanbul time (GMT+3) and the part is available and ready for dispatch. AOG dispatch timelines are subject to carrier availability and cannot be guaranteed in all circumstances.

9.3 Dispatch Confirmation

Upon dispatch of any shipment, CERO DIGI will send the Buyer a dispatch confirmation by email containing:

- Air Waybill (AWB) number and carrier name
- Estimated delivery date (where available from the carrier)
- Carrier tracking link
- Copy of the commercial invoice and packing list
- Confirmation of Airworthiness Documentation included in the shipment

9.4 Dispatch Delays

CERO DIGI will notify the Buyer promptly of any anticipated delay to the confirmed dispatch date. Delays may arise from factors including carrier scheduling, customs pre-clearance requirements, documentation completion, or force majeure events as defined in the CERO DIGI Terms & Conditions. CERO DIGI shall not be liable for dispatch delays caused by factors outside its reasonable control.

10. Customs and Export Compliance

10.1 Export from Turkiye

CERO DIGI is responsible for export clearance from Turkiye for all DDP and CPT shipments. Export documentation prepared by CERO DIGI includes the commercial invoice, packing list, and any certificates of origin or export declarations required by Turkish customs authorities and the destination country.

10.2 Import at Destination

For CPT and EXW shipments, the Buyer is solely responsible for import customs clearance, payment of import duties and taxes, and compliance with all applicable import regulations at the destination. CERO DIGI will provide all standard export documentation required to support the import clearance process. Additional documentation required for import purposes must be communicated to CERO DIGI before dispatch.

10.3 Export Controls and Sanctions

CERO DIGI complies with all applicable export control laws and regulations, including Turkish export laws, EU dual-use regulations, and US Export Administration Regulations (EAR) where applicable. CERO DIGI reserves the right to delay or refuse shipment of any order where export compliance cannot be confirmed, including where the destination country, consignee, or end use raises compliance concerns.

The Buyer represents and warrants that the import of parts into the destination country is lawful and compliant with all applicable regulations. CERO DIGI accepts no liability for parts delayed or seized by customs authorities at the destination.

10.4 Customs Value Declaration

All shipments are accompanied by a commercial invoice stating the true transaction value of the parts. CERO DIGI will not under-declare the value of a shipment or describe parts incorrectly on customs documentation

for any purpose, including the reduction of import duties. Requests to mis-declare shipment value or content will be refused.

11. Transit Damage and Loss

11.1 Risk Transfer

Risk of loss or damage transfers to the Buyer at the point defined by the applicable Incoterms 2020 delivery term as stated on the Order Confirmation. CERO DIGI accepts no liability for loss or damage occurring after risk has transferred.

11.2 Reporting Transit Damage

If a shipment arrives visibly damaged, the Buyer must:

9. Note the damage on the carrier's delivery receipt before signing
10. Photograph the outer packaging before opening
11. Photograph the contents upon opening
12. Notify CERO DIGI in writing within twenty-four (24) hours of delivery
13. Preserve all packaging and damaged items for carrier and insurer inspection

Failure to note transit damage on the delivery receipt or to notify CERO DIGI within twenty-four (24) hours may prejudice any insurance claim and releases CERO DIGI from any further obligation in connection with the damage.

11.3 Carrier Claims

For shipments where cargo insurance has been arranged by CERO DIGI, transit damage and loss claims will be handled as set out in Section 7.4. For uninsured shipments or where the Buyer has arranged their own insurance, the Buyer must pursue the carrier directly. CERO DIGI will provide reasonable assistance in providing documentation to support a carrier claim.

12. Governing Law

This Shipping Policy is governed by and construed in accordance with the laws of the Republic of Turkiye. Any disputes arising in connection with shipping, delivery, or freight matters that cannot be resolved by good-faith negotiation shall be subject to the exclusive jurisdiction of the courts of Istanbul, Turkiye, in accordance with CERO DIGI's Terms & Conditions.

13. Shipping Enquiries

For shipping quotations, dispatch status updates, AWB tracking, insurance requests, or any other shipping-related enquiry, please contact:

Company: CERO DIGI TEKNOLOJI SANAYI VE TICARET LIMITED SIRKETI

Trading as: CERO DIGI

Shipping Enquiries: info@cerodigi.com | info@cerodigi.net

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

For AOG shipment tracking and urgent delivery enquiries, please use the AOG hotline to ensure the fastest possible response.

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