

WARRANTY DISCLAIMER & WARRANTY POLICY

CERO DIGI MRO Division — www.cerodigi.net

Public Statement & Formal Policy Document

Effective Date: 21 March 2026

IMPORTANT NOTICE: CERO DIGI is an aircraft spare parts distributor, not a maintenance organisation or design approval holder. Warranty coverage varies by part condition, type, and individual order terms. No warranty applies to parts sold on an As Removed (AR) or As Is (AS) basis. The Buyer is solely responsible for verifying part suitability and condition prior to installation. Installation of any part constitutes acceptance of its condition.

1. Purpose and Scope

This document serves as both a public-facing warranty disclaimer and a formal warranty policy for CERO DIGI TEKNOLOJI SANAYI VE TICARET LIMITED SIRKETI (trading as CERO DIGI). It defines the scope, terms, limitations, and claims procedure applicable to all warranty entitlements associated with aircraft spare parts and components supplied through www.cerodigi.net.

This policy applies to all customers, operators, maintenance organisations, and other parties purchasing, leasing, or exchanging aircraft components with CERO DIGI. All warranty entitlements are subject to the full Terms & Conditions of CERO DIGI, which govern all transactions.

2. Warranty Coverage by Part Type and Condition

Warranty coverage provided by CERO DIGI is directly linked to the condition code of the part at the time of dispatch. The following table summarises the warranty position for each condition category. Specific warranty terms, where applicable, are confirmed in writing on the Proforma Invoice or Order Confirmation for each transaction.

Part Category	Condition Code	Warranty Coverage	Claim Window	Notes
New Parts	NE / FN / NS	OEM manufacturer's warranty — full terms set by OEM. Passed through in full to Buyer.	Per OEM warranty terms	OEM claim procedures apply. CERO DIGI assists in facilitation.
Overhauled Parts	OH	Limited warranty — serviceable condition at time of dispatch per release documentation.	Negotiated per order — confirmed in writing on Proforma Invoice	Installation must be by approved maintenance organisation.
Repaired Parts	RP	Limited warranty — serviceable condition at time of dispatch per release documentation.	Negotiated per order — confirmed in writing on Proforma Invoice	Warranty limited to repaired function/component only.
Serviceable Parts	SV	Limited warranty — serviceable condition at time of dispatch per release documentation.	Negotiated per order — confirmed in writing on Proforma Invoice	Buyer must verify suitability prior to installation.

Part Category	Condition Code	Warranty Coverage	Claim Window	Notes
Inspected / Tested	IN	Limited warranty — condition as confirmed by inspection/test report at time of dispatch.	Negotiated per order — confirmed in writing on Proforma Invoice	Warranty covers condition at dispatch only.
As Removed	AR	No warranty. Sold as-is with available documentation only.	No warranty period	Buyer assumes full responsibility for assessment and certification.
As Is	AS	No warranty. Sold in current condition with no serviceability representation.	No warranty period	No release certificate guaranteed. Full buyer responsibility.
Consumables / Expendables	NE / NS / SV	Limited warranty — condition at dispatch. Subject to shelf life and storage compliance.	Negotiated per order or per shelf life expiry	Shelf life compliance is Buyer's responsibility post-delivery.
Life-Limited Parts (LLPs)	Various	Limited warranty — remaining certified life as documented at dispatch.	Negotiated per order — confirmed in writing on Proforma Invoice	LLP life history must be verified by Buyer against aircraft records.

3. New Parts — OEM Manufacturer Warranty

3.1 Coverage

New parts (condition codes NE, FN, NS) supplied by CERO DIGI carry the Original Equipment Manufacturer's (OEM) warranty in full. The terms, duration, scope, and conditions of the OEM warranty are set exclusively by the respective manufacturer and are not modified or extended by CERO DIGI.

CERO DIGI passes through all applicable OEM warranty entitlements to the Buyer without restriction. The OEM warranty typically covers manufacturing defects and non-conformance with type design data from the point of manufacture.

3.2 OEM Warranty Claims

Claims under OEM warranty must be submitted in accordance with the OEM's own warranty claim procedures. CERO DIGI will provide reasonable assistance to the Buyer in initiating and facilitating OEM warranty claims, including providing proof of purchase and supply chain documentation where requested. CERO DIGI is not a party to the warranty agreement between the OEM and the ultimate Buyer and accepts no liability for OEM warranty decisions.

3.3 OEM Warranty Limitations

OEM warranties are subject to the OEM's standard exclusions, which typically include misuse, improper installation, storage beyond shelf life, modifications not approved by the OEM, and damage occurring after delivery. The Buyer is responsible for reviewing and complying with the OEM's warranty terms as provided with the part documentation.

4. Serviceable, Overhauled, Repaired, and Inspected Parts — Limited Warranty

4.1 Scope of Limited Warranty

Parts supplied in serviceable condition (condition codes OH, RP, SV, IN) are covered by CERO DIGI's limited warranty. This warranty is strictly limited to confirming that the part was in the condition represented by the accompanying Airworthiness Documentation at the time of dispatch from CERO DIGI's facility.

The limited warranty does not guarantee performance after installation, compatibility with a specific aircraft configuration, compliance with a particular aircraft maintenance programme, or fitness for any specific purpose beyond what is stated in the accompanying Airworthiness Documentation.

4.2 Warranty Period

The warranty period for serviceable, overhauled, repaired, and inspected parts is not fixed and varies by part type, intended application, and commercial agreement. The applicable warranty period for each order is:

- Confirmed in writing on the Proforma Invoice or Order Confirmation prior to dispatch
- Negotiated and agreed between CERO DIGI and the Buyer on a per-order basis
- Subject to a minimum floor of the period reasonably required to receive, inspect, and verify the part prior to installation

Where no warranty period is specified in writing on the Order documentation, no warranty beyond the condition at the time of dispatch shall be implied.

4.3 Warranty Conditions

The limited warranty is subject to the following conditions being met by the Buyer:

1. The part must not have been installed, operated, or put into service prior to a warranty claim being raised
2. The part must have been stored and handled from the point of receipt in accordance with OEM storage and handling requirements
3. The Buyer must notify CERO DIGI in writing of the warranty claim within the agreed warranty period and before installation
4. The Buyer must provide the original Order reference, part number, serial number (if applicable), and a detailed description of the alleged defect
5. The Buyer must make the part and all original documentation available for inspection by CERO DIGI or its appointed representative

5. As Removed (AR) and As Is (AS) Parts — No Warranty

Parts supplied on an As Removed (AR) or As Is (AS) basis are sold strictly without warranty of any kind. CERO DIGI makes no representation as to the airworthiness, serviceability, or fitness for purpose of such parts. The Buyer assumes full and sole responsibility for inspection, assessment, repair, overhaul, and certification of AR and AS parts prior to installation.

AR and AS parts may be supplied with available documentation (such as removal tags or maintenance records) where these exist, but the presence of such documentation does not constitute a warranty or airworthiness release. AR and AS parts must not be installed on any aircraft without first being assessed and released by an appropriately approved maintenance organisation.

6. Warranty Exclusions

The warranties described in this policy do not apply, and no warranty claim will be accepted, in the following circumstances:

- The part has been installed on an aircraft or equipment prior to the warranty claim being raised
- The part has been modified, altered, repaired, or disassembled by the Buyer or any third party without the prior written consent of CERO DIGI
- The defect is attributable to improper installation, incorrect torque values, or failure to follow OEM installation instructions or applicable maintenance procedures
- The part has been subjected to abnormal operating conditions, misuse, abuse, neglect, accident, or damage caused by FOD (Foreign Object Damage)
- The part has been stored or handled by the Buyer in a manner inconsistent with OEM or regulatory storage requirements
- The part has been damaged in transit after risk of loss transferred to the Buyer under the applicable Incoterms 2020 delivery term
- The claimed defect relates to normal wear and tear consistent with the part's age, condition code, and documented service history
- The part was sold on an AR or AS basis
- The warranty claim is submitted after expiry of the agreed warranty period
- The Buyer fails to provide the required supporting documentation or does not make the part available for inspection
- The alleged defect is caused by a design or type certificate issue attributable to the OEM — in such cases, the Buyer should pursue the OEM directly
- The part is a consumable item and the claimed defect is attributable to shelf life expiry or improper storage post-delivery

7. Aviation Safety Disclaimer

CRITICAL SAFETY NOTICE: Aircraft parts must only be installed by appropriately licensed and authorised maintenance personnel in accordance with the applicable aircraft maintenance manual, OEM documentation, and the requirements of the relevant airworthiness authority. CERO DIGI supplies parts and documentation only — it does not supervise, approve, or take responsibility for the installation of any part. The Buyer and the installing maintenance organisation bear full and sole responsibility for ensuring that any part is airworthy and suitable for installation on a specific aircraft before installation takes place.

CERO DIGI strongly recommends that all Buyers conduct incoming inspection of received parts in accordance with their own quality procedures and the requirements of their applicable airworthiness authority before any part proceeds to installation.

8. Limitation of Warranty Liability

CERO DIGI's total liability under any warranty claim, whether under OEM warranty facilitation or limited warranty, shall not under any circumstances exceed the original invoice value of the specific part(s) giving rise to the claim.

CERO DIGI shall have no liability for any of the following arising out of or in connection with a warranty claim:

- Aircraft downtime, grounding costs, or loss of revenue
- Cost of removal or reinstallation of the part
- Cost of additional maintenance or engineering work required as a consequence of the defect
- Third-party claims, passenger liability, or regulatory penalties
- Consequential, indirect, incidental, punitive, or special damages of any nature

Nothing in this warranty policy shall limit or exclude liability for fraud, wilful misconduct, or death or personal injury caused by CERO DIGI's gross negligence.

9. Warranty Claims Procedure

9.1 How to Submit a Claim

All warranty claims must be submitted in writing to CERO DIGI at info@cerodigi.net with the subject line: "Warranty Claim — [Order Reference] — [Part Number]".

The warranty claim submission must include the following:

6. CERO DIGI Order reference number and Proforma Invoice number
7. Part number (P/N) and serial number (S/N) or batch/lot number
8. Condition code as supplied
9. Detailed description of the alleged defect or non-conformance
10. Photographic evidence of the defect and all original packaging and labels
11. Copy of all original Airworthiness Documentation supplied with the part
12. Confirmation that the part has not been installed and is available for inspection

9.2 Claim Assessment

Upon receipt of a complete warranty claim, CERO DIGI will:

- Acknowledge receipt of the claim within two (2) business days
- Assess the claim against the warranty terms applicable to the specific Order
- Request physical inspection of the part where required — the Buyer must cooperate fully and at no cost to CERO DIGI for ASL-related issues
- Provide a written decision on the claim within fourteen (14) business days of receipt of all required information

9.3 Approved Claim Resolution

Where a warranty claim is approved, CERO DIGI will offer one of the following resolutions at its discretion:

- Replacement of the part with an equivalent serviceable unit of the same or agreed alternative part number
- Full refund of the original invoice value of the affected part
- Credit note applicable to a future order of equivalent value

Return shipping costs for approved warranty claims will be borne by CERO DIGI where the defect is confirmed as attributable to CERO DIGI. Return shipping instructions will be provided upon claim approval. Parts must not be returned without prior written authorisation from CERO DIGI.

9.4 Rejected Claims

Where a warranty claim is rejected, CERO DIGI will provide a written explanation of the basis for rejection. The Buyer may request a review of the decision by submitting additional evidence within fourteen (14) calendar days of the rejection notice.

10. Governing Law

This Warranty Disclaimer and Policy is governed by and construed in accordance with the laws of the Republic of Turkiye. Any disputes arising in connection with a warranty claim 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.

11. Warranty Contact

For warranty claims, warranty enquiries, or to request a copy of the warranty terms applicable to a specific order, please contact:

Company: CERO DIGI TEKNOLOJI SANAYI VE TICARET LIMITED SIRKETI

Trading as: CERO DIGI

Warranty Claims Email: info@cerodigi.com | info@cerodigi.net

Email Subject Line: "Warranty Claim — [Order Reference] — [Part Number]"

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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