

GTEINC General Policies

01. GTEINC. Processes each unit in accordance with current OEM Manuals, Service Bulletins, DMWR(s), AFTO(s), NAVAIR, ATOS and all applicable Regulatory Agency Specifications. (Whichever is applicable to the Rotable)
02. GTEINC will support warranties subject to customer's operation of systems within the confines of the Manufacturer's or the US DOD maintenance inspections.
03. Each unit is warranted to be free from any such defects in workmanship for a period of 12 months or 1000 hours whichever first expires (for overhaul) and 6 months or 200 hours whichever first expires (for repair) commencing from date of overhaul and/or repair. 2 years or more available upon request.
04. Once the customer has been notified that the units have been overhauled and ready to ship: completed MROs left unclaimed for over 30 days will become GTEINC property in order to recover all associated costs for the MRO, unless prior arrangements have been made for storage.
05. GTEINC will require a notification within fifteen (15) days of discovery of any failure for warranty claim. Original FAA 8130-3 MUST be returned with unit.
06. GTEINC's liability will be limited to the repair of those units processed at its facilities for any defective component to the extent necessary to return them to a serviceable condition. GTEINC will not be obligated hereunder if initial examination reveals improper handling, improper installation, improper operation, improper storage, tampering or contamination by the customer, or any alteration, modifications or repairs performed by anyone other than GTEINC. Any removal of GTEINC's seals will void any warranties or claims.
07. GTEINC does not warrant original manufacturer's parts except to the extent each manufacturer expressly guarantees or warrants its products. In such cases GTEINC will provide all warranty claims on behalf of its customer for original manufacturer's warranty consideration.
08. GTEINC will not be liable, in any event, for consequential damages resulting from the failure of a part or subassembly fitted during processing of unit. This warranty is in lieu of all other warranties expressed, implied or statutory.
09. New parts (NE, NS, FN) All sales are final. Absolutely no cash refunds, only credit will be issued for future purchases. Use of our certs to recertify or gain access to our vendors is prohibited. GTEINC will not disclose our suppliers to aid our competitors.
10. Overhaul/exchange cores MUST be in good repairable condition, no missing parts, shelled out, BER(s) or scrap units are acceptable. All cores must be returned within 30 days after our serviceable units have been shipped to the Customer in order to be considered for exchange.
11. GTEINC has the right to terminate a contract for the following reasons: Customer negligence, non payment or late invoices, unfair treatment of GTEINC employees by the Customer.