



Some jurisdictions do not allow limitations on implied warranties or consequential damages, so some of the above limitations may not apply to a particular User.

Users must contact Aircell or their Authorized Aircell Dealer or Agent (“Dealer”) for Product service, whether or not under warranty. Products returned for service will be accepted only if the Dealer/Customer has previously contacted Aircell and received a Return Material Authorization (RMA) number and the RMA number is noted on the shipping documents. Any claim for warranty service must be submitted promptly in writing and must include an explanation of the circumstances leading to the claim. Upon receipt and verification of the claim, Aircell will repair the defect or replace the affected unit at its option. If a defect is determined by Aircell to have been caused by the User or any third party (including the Dealer), or by other equipment or software used with the Product, the User will be responsible for all repair or replacement costs. Repair or replacement will be performed at Aircell’s designated U.S. repair facility. The User will pay for removal, reinstallation and transportation of all items returned to Aircell under this warranty, except as covered under Aircell’s Limited Warranty Dealer Reimbursement Program. Aircell will pay for return transportation to the Dealer (by standard shipping methods, at a ship-to point approved by Aircell), exclusive of insurance, but the risk of loss will remain with the User. Any repaired or replacement Products are warranted for the remaining warranty period of the original Products. Repaired or replacement Products may contain used or reconditioned parts.

All parts and labor required to service Products returned to Aircell out of warranty (beyond the term of this Extended Limited Warranty) will be charged at Aircell’s then current rates. Aircell will reject any Products submitted for repair if Aircell, in good faith, determines that the cost to repair will exceed the cost of new Products. The User will pay for removal, reinstallation and round trip transportation of all items returned to Aircell for out of warranty service. Such repairs are warranted for 90 days from the date of return shipment to the User.

**Aircell Authorizing Agent**

\_\_\_\_\_  
Signature Date

Name \_\_\_\_\_

Title \_\_\_\_\_

**Aircell Business Aviation Solutions  
Customer Service  
303 S. Technology Ct., Building A  
Broomfield, Colorado, USA 80021  
Phone: 888-286-9876 / 303-301-3278 (Domestic US / International)  
Fax: 888-398-1800 / 303-301-3279 (Domestic US / International)  
Email: [CustomerService@Aircell.com](mailto:CustomerService@Aircell.com)**