

Returns and Exchanges

Customers have 30 days from the time the order is received to return stocked (i.e. not special order or custom fabricated) items with proof of purchase: sales invoice, receipt, or itemized packing slip with price paid at time of purchase.

Airframes Alaska / Alaskan Bushwheels manufactured parts requiring recertification to be considered resalable, as well as special order items, will be assessed a restocking fee of 15% of the item's purchase price. NOTE: all returned Sensenich props will be assessed a 20% restocking fee. Please ask your sales associate for more details.

Return Policy:

- Products must be returned in new and unused/uninstalled condition and include all packaging and documentation.
- Custom fabricated items are non-refundable.
- Shipping and handling charges for the original shipment and the return shipment of the item is non-refundable unless the item is returned due to manufacturing or shipping error.
- Refunds will be processed upon receipt and inspection of the returned item(s) at Airframes Alaska or Alaska Tent and Tarp.
- Accepted returns will be refunded in the same tender type (cash, credit, etc.) as the original purchase, credited to the customer's account, or accepted in exchange for other merchandise at the customer's discretion.

Warranty Returns

Customers may make a warranty claim for damaged or defective items with proof of purchase: sales invoice, receipt, or itemized packing slip with price paid at time of purchase. All warranted items are subject to an inspection by Airframes Alaska / ABI / Alaska Tent and Tarp and/or the item's third-party manufacturer. Refunds or exchanges for warranted items will be issued at the discretion of Airframes Alaska and/or the item's manufacturer.

Warranty Policy:

- Warranty protection, when offered, will vary between manufacturers and product lines.
- Damage or malfunction determined to be the result of user/installer error will not typically be covered.
- It is generally *not* our policy to replace warranted items from third-party manufacturers from stock without prior return authorization and assurance of replacement by the manufacturer.
- Items manufactured by Airframes Alaska / ABI / Alaska Tent and Tarp that are found to be defective will be either refunded, repaired, or replaced at the company's discretion.
- Where repair is not possible, replacement from stock of warranted items manufactured by Airframes Alaska / ABI / Alaska Tent and Tarp will be considered on a case-by-case basis.
- All products manufactured by Airframes Alaska / ABI (with the exception of Bushwheels tires) come with a Limited Warranty for one year from the date of sale to the original purchaser.
- Bushwheels come with a 5-year pro rata warranty: warranty claims determined to be the result of manufacturing defects will be refunded 100% of the original purchase, pro-rated at 20% per year after the date of purchase. This warranty is non-transferrable.



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Warranty Policy continued:

- All items manufactured by Alaska Tent & Tarp are covered by a limited warranty that guarantees against manufacturing defects. Damage due to a natural breakdown of materials that occurs inevitably with extended use, including UV light damage and worn out zippers, is not covered under the warranty.
- If a repair is not covered under warranty, we may be able to provide the necessary repair service (depending on the nature of the damage) for a reasonable charge, plus shipping and handling. Items that are sent back for repair must be clean and dry. NOTE: We reserve the right to return dirty items without completing the repair work.
- Customers should send the product that needs repair to us, postage prepaid, along with a description of the work that needs to be done and your contact information. Contact Alaska Tent and Tarp prior to sending back items for repair/replacement.