

DTALES

ITALIAN CUSTOM INTERIORS

TERMS & CONDITIONS

Warranty Terms: 24 months on workmanship

Transportation: Transport/Shipping of parts are not included, except were specially noted under scope of work.

Structural Repairs: The offer does not include any technical or structural repairs or repairs of hidden damages. Any repairs will be discussed with the customer and charged separately on a time and material basis if required.

Repair of hidden damages or broken parts are not part of this offer. These will be recorded and quoted to the customer prior to repair or replacement.

Inspection method and conditions:

1. daylight (no LED or similar)
2. 50 cm distance to object
3. eye inspection (no magnifying glass)
4. slight waviness is allowed
5. not visible areas may contain slight defects (e.g. dust)
6. slight color differences between the monuments are allowed

Please note:

Sunlight influence on wooden surfaces fading can occur. A slight color difference is possible after repair.

Cancellation:

To meet our deadlines toward our customers at any time, exact personnel planning and binding reservation of a timeframe are indispensable. Therefore, the agreed deadline can only be changed, at the instigation of the customer, up to 9 weeks prior to commencement of interior work. We reserve the right to invoice in case of changed deadline or cancellation by the customer prior to commencement of work - unless the customer furnishes proof that no and/or lower damage has occurred - the following lump sum

amounts:

6 weeks prior to commencement of work 20% of contract value

4 weeks prior to commencement of work 35% of contract value

2 weeks or less prior to commencement of work 50% of contract value

Subcontracting:

DTales may decide to subcontract individual work packages without approval of the customer. DTales takes care about quality and specification and remains fully liable also for the work performed by its subcontractors.

Coronavirus SARS-CoV-2:

Implications due to worldwide Coronavirus SARS-CoV-2 (CoVid 19) may occur. DTales cannot be held liable for any delays, cost or other implications by Coronavirus SARS-CoV-2 (CoVid 19). Thank you for your understanding and for your trust and support.

Payment Terms always remain irrespective of delays due to Coronavirus SARS-CoV-2

Photos:

Customer grants DTales the right to take photographs and/or video of the interior and exterior of the aircraft. DTales is authorized to copyright, use, and publish the photographs or video in print and/or electronically and will make commercially reasonable efforts to not name the company or show any identifying information.

DISCLAIMER

It is the customer's responsibility to provide the service center with any STC's, CMM of the parts, General IPC, Modification and any other modification documentation embodied on the aircraft prior to aircraft arrival for study.

For the purpose of completing the planned Aircraft interior refurbishment the Customer must furnish DTales requested Aircraft documentation including, but not limited to, the following:

- * Seat/divan part numbers, serial numbers and TSO tag information.
- * Flammability & Fireblock burn test plans/reports.
- * FAA Form 337 - Major Repair and Alteration Documentation.
- * Placard drawings including weight limits of compartments.
- * Interior Parts Catalogue (IPC) or Interior Completion Center Flash Drive or Disk.
- * Interior Completion Maintenance Manual.
- * Interior Instructions for Continued Airworthiness (If completed per STC or if there are post-completion interior alterations).

The Proposal(s) is subject to change pending DTales's review of the Aircraft documentation and inspection of the Aircraft. Additional charges will apply for inaccurate or incomplete documentation.

CUSTOMER ACCEPTANCE OF PROPOSAL

The undersigned represents that he/she has full authority to bind the owner of the aircraft identified herein and authorized the services identified herein to be performed. The undersigned, on behalf of the owner, hereby grants DTales and its employees and agents to have permission to access the aircraft for purposes of testing and inspecting the aircraft.