PROCEDURE TO FOLLOW WHENSENDING EQUIPMENT TO TAES FOR REPAIRS

To ensure easy and fast customs clearance (in/out), and thus to contribute to short TAT, operators are invited to respect the following procedure.

- **Shipping Address**
  
  In case the operator elects to use TAES forwarder in Paris International Airport, please ship as follows:

  **Airport of destination:** Paris International Airport
  - CDG (preferably),
  - ORY.

  **Consignee:** THALES AVIONICS ELECTRICAL SYSTEMS
  Zone Industrielle
  3, rue Emile Zola
  60110 MERU FRANCE

  **Notify:** OEM Services
  ORLY AIRPORT
  Zone des Guyards
  17, rue Hélène Boucher
  91200 ATHIS-MONS
  France

  The following mark can be added on the container: « Please call OEM Services as soon as arrival of the present goods in Paris ».

  **Orly airport:**
  Tel.: 33.1.49.75.45.69
  33.1.49.75.45.87
  Fax: 33.1.49.75.45.74

  **Roissy airport:**
  Tel.: 33.1.48.62.17.96
  Fax: 33.1.48.16.72.39

  **Note 1:** OEM Services is TAES’s forwarder in Paris International Airport.

  **Note 2:** In case of “ship in advance exchange”, TAES requires the use of TAES forwarder in Paris Int’l airport for customs clearance purposes (see above notify).
Shipping Documents to be provided by Customer

✓ Proforma invoice

The proforma invoice must be in typewritten form and must clearly show the following information:

- Origin: operator's name, full address, country of origin.
- Destination: TAES full address.
- Description of the equipment.
- TAES part number (read on identification plate).
- Serial number (read on identification plate).
- Purpose of return to TAES (repair, exchange, etc...).
- Repair order number.
- Approximative weight.
- Number of containers.
- Value for customs (clearly specify the currency).

Note 1: Please make sure P/N and S/N shown on the proforma invoice are same to those read on the identification plate of the equipment.

Note 2: Should there be no S/N on a sub-assembly, please clearly indicate “NO S/N”.

✓ Delivery note

✓ Repair order

Repair Orders are initialized upon receipt of equipment. Units submitted to TAES for repair must include the following elements on the Operator's Repair Order:

- Point of Contact at Operator
- Part Number
- Serial Number
- Description of Unit
- Time Since New (TSN)
- Any special direction describing operator requirements
- Time Since last Overhaul (TSO) or Time Since Last Repair
- Reason for removal and date
- Method of return shipment
Note 1: If the TSO/TSN information is not provided by the operator, TAES may contact the operator to obtain the information.

Additionally, if warranty is requested:

- Completed warranty claim form (Aircraft manufacturer Form or TAES Repair Warranty Form). This form must be completed to describe details particular to the current state and history of the unit including the above elements.

- **Units sent for warranty repair without an accompanying Warranty Claim Form could be denied.**

Note 2: At least one copy of the operator's order must be placed into the operator's container, attached to the equipment.

- **Shipping Information**

  - Shipping information provided in advance by the operator to TAES will enable TAES to trace the unit from the beginning of the shipment until it is under control of TAES’s forwarder in Paris International Airport. This helps to detect possible shipping anomalies and thus contributes to shorten TAT too.

  - Shipping information (airwaybill number, flight(s) and date(s)) can be sent to TAES’s contacts either by fax or e-mail (refer to “Useful Contacts” on the website).

- **Acknowledgement Of Receipt**

  Upon receipt of a part for repair, TAES send an “Order Acknowledgement”.

- **Shipping Details Of The Repaired Unit**

  - As soon as the repaired parts get to OEM Services for shipment, OEM Services will confirm to the customer the shipping details (AWB Number, Flight Number, Delivery note Number, Date of the flight).

  - If customer’s forwarder is different than OEM Services, it must be specified in the repair order. And it is under the customer’s responsibility to contact its carrier to pick up the goods.

  - In case of express carrier, the account number shall be indicated in the repair order too.