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Our 24x7x365 Customer Response Center is ready to provide you with industry-leading, responsive support. You can be assured of receiving quality parts, equivalent to those selected for the original equipment, when you order parts from Collins Aerospace.

## HOW TO REQUEST A QUOTE OR PLACE AN ORDER

To provide you with flexible, responsive service we provide both an online shopping venue and a dedicated 24-hour order administration team to receive quotes and orders.

Collins Aerospace Avionics  
400 Collins Road NE M/S 133-100  
Cedar Rapids, IA, U.S.A.

Telephone: 1.888.265.5467 (Toll-free in the US) or 1.319.295.5467  
Email: [response@rockwellcollins.com](mailto:response@rockwellcollins.com)  
Fax: 1.319.295.4941

SPEC 2000: CIDCRXD  
Cage Code: 4V792

The online shop can be found at <https://portal.rockwellcollins.com> If you are not a registered user, click on Register to start the process to gain access to the shop.

## REQUIRED INFORMATION

The following information is needed when ordering parts:

- Contact Information (phone number, address, email)
- Collins Aerospace Part Number
- Part Name
- Quantity
- Government Contract Number or Purchase Order Number
- "Ship To" information
- Method of shipment
- Required on-dock date
- Any unique shipping, packaging, or pricing requests (additional fees may apply)
- End Use / End User

## SHOP ONLINE

Our online shop, located at <https://portal.rockwellcollins.com/> allows users to access general information and tools in a public environment, as well as customized, personalized information (with appropriate registration) and tools in a protected environment.

This online shop allows you to:

- Place quotes and orders for repair parts
- Obtain pricing information for repair parts, training materials, and selected technical publications.
- Create and save templates to place quotes and orders repeatedly.
- Obtain order and shipping status for any orders placed with Collins Aerospace Avionics

To encourage the use of the orders and quotes capability, as well as support efforts to reduce waste and minimize cost, Collins Aerospace Avionics is pleased to offer a two percent (2%) discount on all repair parts ordered online.

## EFFECTIVITY AND PRICING

Posted 2021 pricing becomes effective January 1, 2021 and is valid through December 31, 2021.

Collins Aerospace reserves the right to update pricing if delivery is requested in future catalog years. The customer will be notified at least 90 days in advance.

## **PARTS WARRANTY**

Collins Aerospace Avionics agrees to replace, without charge, any repair part that is defective as to design, workmanship or material provided:

- a. Notice of the claimed defect is provided to the Customer Response Center within one (1) year from date of shipment and materials are returned in accordance with Collins Aerospace Avionics instructions.
- b. Equipment, accessories, electron tubes, cathode ray tubes (CRTs) and batteries not manufactured by Collins Aerospace Avionics, or from Collins Aerospace Avionics designees, are subject to only such adjustments as Collins Aerospace Avionics may obtain from the supplier thereof.
- c. Failure of the equipment to operate in a normal and proper manner due to exposure to any environmental condition in excess of those published in the equipment specification shall not be deemed a defect within the meaning of this clause.

This warranty is void if the material is altered or repaired or a repair is attempted by anyone other than a Collins Aerospace Avionics authorized repair facility without the prior permission of Collins Aerospace Avionics. No other warranties, expressed or implied, shall be applicable to any material sold hereunder, and the foregoing shall constitute the Buyers' sole right and remedy under the agreements contained in this paragraph. In no event shall Collins Aerospace Avionics have any liability for consequential or incidental damages, or for loss, damage, or expense directly or indirectly arising from the use of the products, or any inability to use them either separately or in combination with other equipment or materials, or from any other cause.

## **DEFECTIVE MATERIAL**

Authorization is required from the Customer Response Center before materials will be accepted for return.

The following information is required before defective material will be authorized for return under terms of the guarantee.

- Customer Information (phone number, address, email)
- Part Number
- Part Name
- Quantity
- RMA (Return Material Authorization)
- Sales Order, Purchase Order and/or Delivery/Pack list Number
- Detailed description of defect

## **WRONG SHIPMENT**

Any discrepancy between material ordered and material received must be reported to Collins Aerospace Avionics within **five working days** after receipt. Wrong parts may be returned at our expense for full credit or replacement.

**MINIMUM ORDER VALUE**

Collins Aerospace Avionics has a minimum order value policy. Minimum order value is exclusive of shipping or freight charges, export fees and applicable taxes. Minimum order values may be enforced in the following scenarios:

<b>Scenario</b>	<b>Minimum Order Accepted</b>
8130–3 FAA Airworthiness Approval Tag requested	\$100
Cash in Advance payment terms apply	\$100
Special Packaging requested	\$100
DD250 required	\$100
Prepaid Freight requested	\$100
Letter of Credit Payment Terms apply	\$5000

**PRICE REVISIONS**

Collins Aerospace Avionics reserves the right to revise prices on material previously quoted should it be determined, during procurement or production, that extenuating circumstances preclude the material from being offered at the original quoted price. This includes, but is not limited to, minimum quantity buys imposed on Collins Aerospace Avionics and/or additional charges that may be applied due to unforeseen tooling costs.

**CANCELLATION FEES**

Cancellation fees, up to 100% of the order value, may apply for orders cancelled more than 10 days after order placement. The cancellation charge for custom buy or build materials will be determined at the time of cancellation, based on the amount of Collins Aerospace investment.

**RETURN FOR CREDIT**

Authorization is required from Collins Aerospace Avionics before any materials will be accepted for return. For products to be considered for return, the following conditions must be met in cases where the return is not for defective or wrong material received.

- a. The products must have been shipped from Collins Aerospace Avionics within the **past 30 days**.
- b. The products must be in good, unused condition and must meet Collins Aerospace Avionics acceptance and inspection criteria.
- c. Final inspection tags must be included with all subassembly items.

If authorization is granted to return subject parts, full credit, less twenty percent (20%) processing fee will be issued.

## **LEAD TIME AND SHELF STOCK**

Lead times shown in the catalog, or via any other electronic format, are contingent upon reasonable quantities ordered and stock availability.

## **SPECIAL PACKAGING, LABELING, INSPECTION REQUESTS**

Additional fees may be incurred to comply with non-standard packaging, labeling or inspection requests. The customer will be advised when such fees will be applied and will have the opportunity to approve the fee or modify the request. If approved, a revised purchase order listing the fee will be required.

## **PAPERWORK REPRINT REQUESTS**

Collins Aerospace Avionics reserves the right to charge \$100 USD for each reprint of the following documents:

- FAA 8130-3 reprint
- Packing list reprint
- Shipping invoice reprint

A purchase order will be requested at the time of the request.

## **DELIVERY CHANGE/AOG/EXPEDITE REQUESTS**

Ten percent (10%) of the order value (or \$100 minimum) may be applied to delivery change requests inside of standard or catalog lead-time. The customer will be advised when such fees will be applied and will have the opportunity to approve the fee or cancel the request. This fee will be added to the customer's purchase order as an additional line item. For expedites, this does not guarantee quicker delivery.

## **OPEN ORDERS REPORTS**

Customers may be charged for the creation of or response to open orders reporting. Customers will be advised when fees will be applied and will have the opportunity to approve the fee or cancel the report request. A purchase order will be required at the time of the request. Order Status reports can also be obtained from our online shop. The online shop will provide a listing of all open orders, no matter how the orders were placed with Collins Aerospace Avionics.

## **OTHER NON-STANDARD REQUESTS**

A processing fee may be applied to unique, non-standard requests. The customer will be advised when fees would apply and will have the opportunity to approve the fee or cancel the request.

Collins Aerospace Avionics offers a dedicated team to process software requests.

Telephone: 1.319.295.5000

Press 4 (To order parts, publications, software or CASP)

Press 5 (To purchase software)

Email: [software@rockwellcollins.com](mailto:software@rockwellcollins.com)

## **SOFTWARE REQUIRED INFORMATION**

To prevent delays please provide the required information on your Purchase Order:

- Government Contract number
- Contact information (Phone number, business address, Email)
- Collins Aerospace Avionics Software Part Number
- Aircraft Type, Tail Number, and Serial Number
- Method of Shipment
- Required on-dock date

Licensing information also required on Purchase Order:

- Collins Aerospace Avionics Service Bulletin (SB) or Component Maintenance Manual (CMM) reference.
- Top level part number and serial number of the units into which the SW will be installed.
- End Use/End User detail with full name and street address.
- Who is installing Software? Who will be maintaining the Software after installation?
- What is the purpose of the Software being requested?

A processing fee may be applied to free of charge software requests to cover costs associated with disk creation and handling.

Expedite and AOG fees may apply.

Return policy for Software is 20% restocking fee on packages that are unopened and returned within 90 days. Unopened packages returned after 90 days will be subject to 50% restocking fee.

Return policy excludes opened packages.

## **LICENSE FEES FOR SOFTWARE AND OTHER INTELLECTUAL PROPERTY**

Collins Aerospace Avionics prices our license fees for software and intellectual property in a manner consistent with established industry practices. Pricing is aligned with usage, number of aircraft, test stations or Line Replacement Units. A specific license is required for each transaction. Our policies are developed and implemented to protect our customers and Collins Aerospace Avionics' intellectual property.

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## **VERSION/REVISION INFORMATION AND ON-LINE LIBRARY**

### **Technical Publications and Training Index**

The Collins Aerospace Technical Publication and Training Index provides the ability to:

- Register as an authorized customer for Technical Publication and Training products
- Locate information on Collins Aerospace Technical Publications
- Locate information on Collins Aerospace Training Solutions
- Locate Training schedule information
- View/Download authorized Technical Publications and Training Course Syllabuses

The index is available via the Technical Publications link at:

<https://portal.rockwellcollins.com/web/publications-and-training>

The index provides revision history information for both technical publications and training products.

As a service to our customers, Collins Aerospace provides web access the index free of charge to entitled customers, or publications may be purchased in the online format for qualifying publications.

Note: Some older publications that are not in a digital format are not included in the web offering at this time.



## HOW TO ORDER

Customers can order technical publications by phone, email, and via the web.

In the U.S.: 1.888.265.5467

Outside the U.S.: 1.319.295.5467

Email: [Publications@rockwellcollins.com](mailto:Publications@rockwellcollins.com)

## REQUIRED INFORMATION

The following information is needed when ordering technical publications:

- Collins Aerospace part number
- Name or description of document
- Selected media (CD-ROM, Web, or Paper)
- Quantity
- Government contract number or purchase order number, if applicable
- Your name, address and phone number (physical street address required; PO Box cannot be accepted)
- "Ship To" information
- Method of shipment
- End use
- End user

Please note, Collins Aerospace requires users to register with their company personalized emails. (We cannot accept general email boxes or public domains (G-Mail, Yahoo, AOL, etc.)

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