



### Overview

Brant Aero is the only Bose-approved repair center in Canada for aviation headsets. This agreement outlines the terms and conditions for headset repairs, including warranty and non-warranty service, estimated costs, turnaround times, and customer responsibilities.

### Scope of Repair

Once we receive your Bose A20, A30, or ProFlight headset, it will be scheduled for a full assessment by our technician. During this assessment, all parts requiring replacement will be evaluated and, if necessary, replaced. This includes but is not limited to ear cushions, mic windscreen, and batteries. The repair may address issues beyond what was described in the web form. If you have specific instructions or would like to limit the scope of the repair, please notify us before the assessment.

### Warranty Repairs

- Bose Aviation headsets carry a **5-year manufacturer's warranty**.
- If your repair is covered under this warranty, it will be completed at no cost to you.
- The repaired headset will be shipped to the address provided on the web form or the address we have on file. Please ensure the mailing address is correct to avoid delays.

### Non-Warranty Repairs

- If your headset is no longer under warranty, repairs will be billed at our standard shop rate of **\$125 per hour, plus parts, return shipping, and applicable taxes**.
- If the estimated repair cost is **around \$250** or more, we will send you a detailed quote for approval before proceeding.
- If the estimated cost is under \$250, we will proceed with the repairs and invoice you upon completion.
- All **non-warranty repairs performed by Brant Aero include a 90-day warranty** covering the repaired components only.

### Turnaround Time

- The standard turnaround time for repairs is **5-10 business days**, provided the necessary parts are in stock.
- Turnaround time may vary depending on **workload, part availability, and complexity of the repair**.

### Loaner Program (Subject to Availability)

- If you cannot be without your headset, we offer a loaner program, subject to availability.
- A **\$125 rental fee** and a **\$1,000 deposit** will be charged to your credit card.
- The deposit is refunded once the loaner headset is returned and inspected, minus any shipping fees and repair costs for your headset.



- Customers are required to purchase a **new mic windscreen**, and in the case of the ProFlight, the earbud, unless they choose to remove and use their own.

### Shipping & Customer Responsibility

- Customers are responsible for all shipping costs when sending a headset for repair.
- Return shipping is covered for **warranty repairs only**.
- Ensure that your name and phone number are included inside the headset case for identification.

### Late Payment, Storage, and Unclaimed Property Policy

- **Payment Terms:** All invoices are due upon receipt.
- **Late Payment Fee:** A \$20 fee applies if payment is not received within 30 days.
- **Unpaid Invoices:** If an invoice remains unpaid for 90 days, Brant Aero may retain ownership of the item as security for the outstanding balance, in compliance with Ontario lien laws.

### Storage Policy for Unclaimed Property

- **Storage Fee:** A \$5 monthly storage fee applies if a repaired item is not claimed within 30 days, unless arrangements were made in advance with Brant Aero.
- **Notifications:** Customers will be notified at least twice about unclaimed items. After 60 days, a final notice will be sent regarding continued storage fees.
- **Disposition:** Items not claimed within 90 days will be considered abandoned and may be disposed of or recycled.
- **Customer Responsibility:** Customers must arrange payment and pickup or shipment in a timely manner. Delays should be communicated to Brant Aero.

### Final Notes

- We **only** repair **Bose Aviation Headsets (A20, A30, and ProFlight models)**.
- We **cannot** service the Series X, AHX, or A10 headsets.
- **Modified headsets may be eligible for repair; however, they are not covered under warranty at any Bose repair centre. As the only Bose-authorized repair facility in Canada, Brant Aero will determine on a case-by-case basis whether a modified headset can be serviced.** For further inquiries, please contact Brant Aero at [service@brantaero.com](mailto:service@brantaero.com)