



Passion to Innovate.  
Power to Deliver.

## **B/E Aerospace Inc. AOG Policy and Service**

**B/E AEROSPACE AOG Services Contact:** [www.emteq.com/aog](http://www.emteq.com/aog)

- AOG (Aircraft on Ground) is defined as emergency requirement needed outside normal B/E AEROSPACE business hours of Monday- Friday 8:00am – 5:00 pm (CST), excluding national holidays. This is based on B/E AEROSPACE located in New Berlin, WI USA.
- AOG service is only available for bulk component items “in stock” or where materials are in stock to manufacture a product assembly. A B/E AEROSPACE AOG specialist will advise if the AOG requested can be fulfilled.
- Customer must provide a purchase order to proceed with the AOG and must include the aircraft tail number and manufacturer’s serial number.
- All AOG shipments are “EX-Works” New Berlin, WI USA; buyer bears all costs and risks of goods from shipping point.
- Customer requesting AOG is responsible for arrangement of courier service and/or shipment of the product.
- \$500 AOG flat fee (per line item) for bulk parts and \$1000 (per line item) for assembled products. This fee is over and above the product, labor and shipping costs.
- All AOG transactions are with pre-established Net 30 accounts or credit card payment terms.
- Hazmat shipments not available for AOG service.
- All standard B/E AEROSPACE terms & conditions apply.
- All AOG transactions are final and subject to approval by B/E AEROSPACE personnel.