

TECHNICAL PUBLICATIONS TERMS AND CONDITIONS

The Britten-Norman ("The Company") Technical Subscription Service (TSS) provides customers with access to aircraft manuals, Service Bulletins (SBs) and Service Letters (SLs). Revisions to the technical publications will be uploaded to the customer portal.

As part of this service customers are encouraged to provide feedback to BN on the service and/or products supplied as well as any issues identified with the aircraft. Customer obligations are summarised as follows:

CUSTOMER OBLIGATIONS

Under the terms of this agreement the customer must:

- Ensure that the information contained within the technical publications is for use by the subscriber in respect of the constructor number and aircraft type named on the certificate.
- Ensure that the information contained within the technical publications is shared only with those in support of the designated constructor number named upon the certificate. This includes Maintenance and Continuing Airworthiness personnel.
- Be responsible for the safekeeping of the Certificate of Technical Publications and provide to their local regulator if requested.
- Agree that the publications are not downloaded with the intention of making hard copies and agree that file sharing is strictly prohibited.
- Ensure that there is no misuse of BN copyrighted intellectual property. Any breach may incur fines and will be reported to the local regulator.
- Advise Britten-Norman of the number of aircraft in their fleet, the type, registration, and constructor number.
- Ensure that contact information remains current.
- Ensure that these T&Cs are signed and returned to Customer Support at customer.support@britten-norman.com within 1 week of receipt.

CUSTOMER BENEFITS TECHNICAL PUBLICATIONS

Customers subscribing to this Technical Subscription Service will receive the following benefits:

- 12 months access to the latest Technical Publications suite with updates to the manuals automatically loaded to the portal if released within the 12-month subscription period.
- Digital Technical Publications certificate to provide proof of subscription to any regulator or authority as required.
- Opportunity to feedback changes and improvements to be included in future updates.
- Engineer support available upon quotation.

PAYMENT

The Technical Subscription Service is paid annually and expires after 12 months from payment. Any queries with regards to invoice or payment should be sent to customer.support@britten-norman.com. Customer support will email 4 weeks in advance of subscription expiration.

SUBSCRIPTION RENEWAL, EXPIRY AND CANCELLATION

4 weeks prior to the end of the subscription the Company will contact Operators and Owners to offer a subscription renewal. This notice will be sent in writing by email.

Where notice of the subscription expiry has been given and if no response has been received from the Customer, the 12-month subscription service will automatically conclude, and access to the technical publications will be lost.

The Company reserves the right to suspend service if payment is not received within the requested payment terms, however the remaining fees will remain payable regardless of any suspension.

PROCESS

Customer requests for quotation must be emailed to customer.support@britten-norman.com to guarantee response times. The customer support team will provide a quotation and request formal confirmation of the email address for correspondence and release of a digital copy of the Certificate of Technical Publications. Upon acceptance of the quotation, a copy of these T&Cs and an invoice will be released via email for customer acceptance within 1 week of sending. Once received (and payment received where applicable), a digital copy certificate will be emailed to the address provided, and a log in to the portal will be released.

ASSUMPTIONS AND EXCLUSIONS

The guaranteed response time applies to requests sent to customer.support@britten-norman.com. The turnaround time is based on working days / hours and excludes bank holidays and periods of Company closure.

The response time for technical queries is subject to the correct process having been undertaken.

Technical publications are provided in electronic format via the BN portal. Updates will automatically be loaded to the portal and are not subject to a separate subscription provided that the subscription term is valid. Paper copies will be subject to separate quotation to account for the paper usage and postage fees. Re-issuing of any technical publications or Publication Certificates due to loss or damage will attract additional costs.

The Company does not accept responsibility for technical data being issued to the incorrect customer address when it has been confirmed as part of the sale process.

One subscription is supplied per owner/operator aircraft type. There is no limit on the number of aircraft covered under the subscription provided that they are of the same aircraft type; additional types will attract additional costs.

A single subscription is not valid for multiple owners/operators who have their aircraft maintained at the same facility. New aircraft owner warranty terms and conditions apply.

DISPUTE RESOLUTION

If a dispute arises between the parties in relation to the interpretation of these Terms and Conditions or the service provided, the parties will attempt, in good faith, to reach settlement as soon as possible:

- Initially within 2 weeks of one party notifying the other that a dispute has arisen a meeting (or as a minimum a conference call) will be held.
- If an agreement has not been reached within 3 weeks of the key contacts meeting the matter will be escalated to the Company Directors for resolution.
- If agreement has not been reached within 4 weeks of a meeting held with Company Management either party may refer the matter for independent arbitration.
- The parties acknowledge and agree that the dispute resolution procedure set out in these Terms and Conditions will be followed prior to commencing any legal proceedings.

Please sign below once these have been read and agreed to the Terms and Conditions.

Signed by:

Name:

For and on behalf of (Company name if applicable)