



# **STANDARD TERMS AND CONDITIONS OF SALE**

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# **MAINTENANCE, REPAIR, AND OVERHAUL (MRO) SERVICES**



## **STANDARD TERMS AND CONDITIONS OF SALE – MAINTENANCE, REPAIR, AND OVERHAUL (MRO) SERVICES**

### **DEFINITIONS:**

The “Company” shall refer to the specific UMBRAGROUP Company identified on the subject Invoice for Services hereunder, Customer” is the entity requesting parts or services from Company, typically identified in Company’s order confirmation or repair quotation.

“Service(s)” or “Serviced” refers to services provided to Customer by Company, including but not limited to inspection, repair, modification, overhaul of goods of Customer, or exchange or sale of products as specified in the subject Purchase Order.

The headings in this Agreement are for reference only and shall not affect the interpretation of this Agreement. The Terms and Conditions contained herein are incorporated by reference into the Invoice received by your Company from the specific UMBRAGROUP Company.

### **1. ACCEPTANCE & AGREEMENT**

This agreement [“Agreement”] is entered into between Company and Customer [hereinafter each a “Party” and, collectively, the “Parties”]. This Agreement supersedes all prior or contemporaneous understandings, agreements, negotiations, representations and warranties, and communications, both written and oral between the Parties. No course of prior dealings between the parties and no usage of the trade shall be relevant to determine the meaning of this Agreement.

UNLESS AGREED OTHERWISE IN WRITING BY THE COMPANY, ALL ACKNOWLEDGMENTS, SALES, ACCEPTANCES, AND SERVICES BY COMPANY ARE EXPRESSLY LIMITED TO AND MADE CONDITIONAL UPON THE TERMS AND CONDITIONS CONTAINED HEREIN AND NO OTHERS, AND ANY OF CUSTOMER’S TERMS AND CONDITIONS WHICH ARE IN ADDITION TO OR DIFFERENT FROM THOSE CONTAINED HEREIN ARE HEREBY OBJECTED TO IN ADVANCE AND NOT INCLUDED IN THIS AGREEMENT. AS SUCH, FULFILLMENT OF CUSTOMER’S ORDER/REQUEST DOES NOT CONSTITUTE ACCEPTANCE OF ANY OF CUSTOMER’S TERMS AND CONDITIONS AND DOES NOT SERVE TO MODIFY OR AMEND THIS AGREEMENT, UNLESS SPECIFIC AND EXPLICIT REFERENCE TO CHANGES TO THIS AGREEMENT ARE MADE IN WRITING BY AN AUTHORIZED REPRESENTATIVE OF COMPANY.

### **2. PRICE AND PAYMENT**

All quotations and payments shall be made in in the currency stipulated in the Invoice. It is specifically understood and agreed that the title to all goods listed or included in the applicable Invoice shall remain the Company’s property until full payment of same has been received and the funds have cleared. All prices for parts are net to Company and do not include transportation, insurance, taxes [including, without limitation, goods and services tax, harmonized sales tax, sales tax, value added tax, withhold taxes and any transfer tax], import or export charges or duties, levies, imposts, penalties, interest or other similar charges, all of which shall be the responsibility of Customer and payable to Company upon demand. Prices as quoted are valid for thirty (30) days subject to prior sale unless otherwise authorized in writing by the Company. Unless otherwise set forth in writing by Company and the Customer, at the time of sale [prior to shipment] Customer must arrange for pre-payment, credit card payment or COD. The company may at any

time decline to ship, make delivery or perform work except upon receipt of cash payment, letter of credit, or security, or upon other terms and conditions satisfactory to Company in accordance with its credit and collections policy and assessment of credit risk. Alternatively, upon approval of credit all balances shall be payable for the next thirty (30) days of Invoice date. All sums past due shall bear interest at one and one-half percent (1 ½%) per month or the maximum amount permitted by law commencing from the due date until the date the Invoice amount plus any service charges is paid. Customers agree to pay all costs of collection including reasonable attorney fees and expenses in the event it becomes necessary to enforce the payment thereof. No set-off is permitted by Customer with respect to any part sold to Customer hereunder against any amount owed by Company to Customer unless Company's authorized representative has provided written, signed consent to such setoff. Customer hereby grants to Company a security interest in any part(s) Customer delivers to Company for Services, as security for payment of Company's fees for labor, materials, costs and expenses, and in addition to any statutory lines which apply to secure payment for the services performed by Company for Customer. Such security interest shall be considered discharged in full upon receipt by Company of payment from Customer for all part(s) Serviced by Company.

### **3. ORDERING CONFIRMATIONS AND CANCELLATIONS**

All orders must be made or confirmed in writing or by electronic data interface and are subject to approval and confirmation upon receipt by the Company. No order is guaranteed until the Company issues an order confirmation or Invoice to Customer. An order placed with and accepted by the Company cannot be delayed, canceled, suspended, or extended except with the Company's written consent. All orders that are cancelled after the Company has started performance will be subject to a 50% cancellation fee. All other cancelled orders shall be subject to a 10% cancellation fee.

### **4. DELIVERY TO COMPANY**

Customer shall deliver the parts to be Serviced to the designated Company facility. Shipments from outside the US to Company facility shall be shipped under INCOTERMS DDP, Company Facility (Incoterms 2020) with the Customer being responsible for all relevant export filings, freight and insurance to the Company's facility, import clearance filings, and import duties. The customer shall include applicable service requirements for each part with its order and shall pack the parts in accordance with applicable industry standards and good commercial practices for protection against damage and deterioration during shipment and storage. Customer shall be liable for any damage to parts due to improper packaging by Customer. Until delivery of the parts is made to Company's designated facility, Customer will be responsible for all risks of loss and damage.

### **5. DELIVERY TO CUSTOMER**

The company is authorized to advance the Delivery Date or complete performance of any order, prior to the time set forth in such order. Unless they have been explicitly and in writing declared as binding, delivery dates for part(s) that have been Serviced are provisional, non-binding and shall serve as general information only. Unless otherwise agreed in a writing signed by the Company's authorized representative, all parts delivered to Customer will be packed for shipment in accordance with Company's standard packing procedures for such part. The company will endeavor to notify Customer if any part(s) may



be delivered late. Delivery terms are EXW, Company Facility [INCOTERMS 2020], where Company means "seller" and Customer means "buyer."

The part[s] shall be Invoiced to, and risk of loss shall pass to Customer upon tender of delivery thereof to the carrier. Customer shall have the right to specify the method of transportation for the parts and/or assemblies and the common carrier to be used and, in such event, Customer shall arrange for payment of shipping. Absent such specification, the Company shall ship the parts and/or assemblies by a reliable common carrier of its own selection to meet the delivery schedule, and Invoice Customer for all applicable charges associated with such shipment.

## **6. INSPECTION**

If upon delivery of the parts to the Customer, the parts do not conform to the Order [subject to Section 4 hereof], Customer shall, within five (5) days after receipt thereof, notify Company of such nonconformance, and return such nonconforming part to Company. The customer will be deemed to have accepted the part unless it notifies the Company in writing of any non-conformance during the five (5) day post-delivery period and furnishes such written evidence or other documentation as required by the Company. If Customer timely notifies Company of any non-conforming parts, Company shall, in its sole discretion, replace such non-conforming parts with conforming parts, or credit or refund the price for such non-conforming parts, together with any reasonable shipping and handling expense incurred by Customer in connection therewith. Customer shall then ship, at its expense and risk of loss, and within the return period of Section 4, the non-conforming parts to Company. If the Company exercises its option to replace non-conforming parts, the Company shall, after receiving Customer's return shipment of non-conforming parts, ship to Customer, at Customer's expense and risk of loss, the replaced parts to the delivery point. Customer acknowledges and agrees that the remedies set forth in this Section are the Customer's exclusive remedies for the delivery of nonconforming parts.

## **7. ACCEPTANCE**

Any attempt by Customer to unilaterally revoke, delay or suspend acceptance for any reason whatsoever after it has accepted any shipment shall constitute a breach of this Agreement. For purposes of this paragraph, acceptance shall be any waiver of inspection, use or possession of goods, or any indication of exclusive control exercised by Customer.

## **8. WARRANTY FOR SERVICED PARTS**

Company warrants that all part[s] Serviced by Company will conform to the appropriate technical data contained in the applicable release to service certificate such as but not limited to FAA 8130-3, EASA Form 1, and in accordance with all other applicable Aviation Authority requirements and will be free from defects in workmanship. All parts Serviced are subject to the Company's standard warranty. Company's standard warranty is for a period of twelve (12) months after the date of Company's Invoice excluding any overhaul which shall be free from defects in workmanship for a period of twenty-four (24) months from the date of Invoice. There shall be no warranty with respect to re-certifications and bench checks. The company's workmanship shall not be deemed defective if such workmanship complied with applicable manufacturer's operating and maintenance instructions, quality instructions provided by Customer or procedures or applicable governmental regulations for such Service in effect at the time of such Service.

This warranty shall not apply and Company shall bear no liability if: a) the part(s) are subjected to any further repair, maintenance, overhaul, installation, storage, operation, or use, handling or environment that is improper; b) the part(s) are subjected to any accident, misuse, neglect or negligence after delivery to Customer; c) Customer makes any further use of such parts after giving such notice; [d] the defect arises because Customer failed to follow Company's written instructions as to the storage, installation, use or maintenance of the parts, or are used in a manner other than for intended use or airworthiness approval; [e] the parts are altered, modified or repaired without the prior written consent of Company; or [f] Customer is in default with its payment obligations. Any warranty claim must be raised by the Customer within thirty (30) days after the defect has or could have become reasonably apparent. Company shall not be liable for breach of warranty unless Company is given a reasonable opportunity after receiving the notice to examine such parts and Customer (if requested to do so by Company) returns such parts to Company's place of business at Company's cost for the examination to take place there, and Company reasonably verifies Customer's claim that the parts are defective. In the event of a defect of workmanship, Company will either, at its option, repair or replace the non-conforming part(s). In no event shall Company's total liability for any warranty repair or replacement cost exceed the original Invoice amount for the Services. The warranty set forth in this Section shall be the exclusive and sole remedy for Customer in the event of any non-conforming part(s). All warranty claims shall be submitted in strict conformity with the Warranty Claim Form attached hereto as Annex "A". Failure to submit a warranty claim upon this form shall nullify the Company's warranty obligations hereunder.

#### **9. DISCLAIMER OF WARRANTIES**

Other than with respect to title and the limited warranty set forth above, no warranty shall be provided by company with respect to parts sold hereunder, and each part sold to customer is sold in "as-is, where is" condition with all assignable warranties from the last operator or repair facility (if such warranties exist), and the obligations and liability of company hereunder are expressly in lieu of all other warranties, and customer hereby waives and releases company from any and all other warranties, agreements, guarantees, conditions, obligations, duties, representations, remedies or liabilities of any kind, express or implied, with respect to any part, arising in contract or in tort, whether under theories of negligence, strict negligence or otherwise, including without limitation: (1) any warranty of merchantability or fitness for intended use or for a particular purpose, (2) any implied warranty arising from course of performance, course of dealing or usage of trade, and (3) any obligation, liability, right, claim or remedy, for loss of use or damage to any engine or aircraft or any other property for loss of revenue or profit with respect to any such property for liability of customer to any third party or for any other direct, indirect, incidental or consequential damages whatsoever with respect to any part sold hereunder, except in the case of company's willful misconduct. This disclaimer shall not be modified except by a written agreement signed on behalf of the company and customers by their duly authorized representatives.

#### **10. INDEMNITY**

Customer agrees to defend, indemnify and hold harmless Company, its affiliates and subsidiaries, and each of their respective financiers, officers, directors, insurers and reinsurers, servants, shareholders, subcontractors, agents, and employees ["Indemnitees"] from and against any and all liabilities, losses, judgments, damages, demands, actions,



suits, fines, penalties, and claims of any kind whatsoever, whether based upon alleged active or passive negligence, implied or express contract or warranty, contribution, indemnity, strict liability, or product liability on the part of Company Indemnitees, including all costs, expenses and reasonable attorneys' fees incidental thereto, for property damage, diminution in value, lost profits, loss of use, injury to or death of any person, infringement of patents or trademarks arising from Company's compliance with Customer's designs or specifications or instructions, and any other direct, indirect, incidental, consequential, economic or statutory civil damages which arise out of or are in any way related to the use, operation, repair, maintenance, or disposition of any good provided under this Agreement, provided, however, Customer shall not be required to indemnify the Company Indemnitees for claims or liabilities arising from the gross negligence or willful misconduct of any Company Indemnitee. Company Indemnitees have the right to select counsel, and Company's consent, not to be unreasonably withheld, must be obtained for any settlement. The company will indemnify, defend, and hold harmless Customer from and against all liabilities, claims, losses and damages of any nature including but not limited to all expenses (including reasonable attorneys' fees), costs, and judgments, for breach of Company's warranty, set forth herein, to convey good marketable title to Customer. In no event shall Company's liability for any breach of this warranty exceed the original Invoice amount for the Services.

#### **11. INSURANCE**

Customer shall, at its own expense, maintain and carry liability insurance in full force and effect which includes, but is not limited to, commercial general liability (including product liability) in a sum no less than five million dollars [\$5,000,000] with an insurance carrier with an AM Best rating of no less than A- or equivalent. All insurance required by this Section must cover the Company, its subsidiaries and affiliates, and their respective officers, directors, shareholders, employees and agents as additional insurers. Upon Company's request, Customer shall provide Company with a certificate of insurance from Customer's insurer evidencing the insurance coverage specified in this Agreement. Customer shall provide Company with thirty (30) days advance written notice in the event of a cancellation or material change in Customer's insurance policy. Except where prohibited by law, Customer shall require its insurer to waive all rights of recovery or subrogation against Company, its subsidiaries and affiliated companies, and its and its respective officers, directors, shareholders, employees, and agents. The amount of insurance carried in compliance with the above requirements is not to be construed as either a limitation on or satisfaction of the indemnification obligation in this Agreement. In addition to the above, Customer shall carry and maintain such insurance in types and amounts as would be carried by prudent companies engaged in the Customer's industry.

#### **12. LIMITATION OF LIABILITY**

Customer understands and agrees that if customer claims any loss or damages against company, regardless of the cause, including but not limited to company's own negligence, failure to perform any of the obligations set forth in this agreement, from the manufacture, sale, delivery or use of any good covered by or furnished under this agreement, company's liability shall in no case exceed the price allocable to the good(s) which give rise to the claim, inclusive of all types of damages, attorney's fees, interest, expenses, and costs. In no event shall company be liable to customer for special, incidental, indirect, consequential, exemplary, punitive, or enhanced damages, nor shall company be liable for

damages relating to third party claims, loss of use, personal injuries, interest, property damage, diminution in value, attorneys' fees, lost revenue, lost profits, or cost of replacement goods, regardless whether such damages are direct or consequential, and regardless whether such damages were foreseeable, company was advised of the possibility of such damages, or the legal or equitable theory upon which the claim is based. The limitation of liability provisions set forth in this section shall apply even if the customers' remedies under this agreement fail to their essential purpose. company and customer each acknowledge and agree that the parties entered into this agreement in reliance upon the limitation of liability set forth in this section, and that the same reflect an allocation of risk between the parties, including the risk that a remedy may fail of its essential purpose and cause consequential loss, and that the same form an essential basis of the bargain between the parties. This limitation of liability shall not apply to liability resulting from the company's willful misconduct. Any lawsuit, proceeding or action by a customer against company must commence within one (1) year after the cause of action has accrued and all rights of customer to commence any court action or proceeding with respect to this agreement shall terminate one (1) year after the cause of action has accrued, unless the parties have agreed in writing to a different claim period.

### **13. FORCE MAJEURE**

Company will not be liable for delays in delivery or failure to deliver due to: [a] causes beyond its reasonable control; [b] acts of God, acts of Customer, acts of Government, expropriations, eminent domain, condemnation, national, regional, or local emergency, revolution, changes in laws, regulations, or orders, terrorism, acts of third parties, acts of civil or military authority, fires, blockages, seizures or freeze of assets, government delays or refusals such as delays or refusals to grant export or import licenses or the suspension or revocation thereof, floods, earthquakes, explosions, severe weather, epidemics, quarantine restrictions, war, riot, insurrection, embargo, or delays in transportation; [c] labor strikes, work slowdowns, lockouts, telecommunication breakdowns, power outages, and other power/electricity interruptions, uncontrolled inability to obtain necessary labor, materials, components or manufacturing facilities; or [d] any other commercial impracticability. Any such delays will affect a corresponding extension of the Company's performance dates.

### **14. SIGNATURES, AUTHORITY**

Anyone signing for Customer represents that she or he is employed by Customer in the capacity indicated and is unequivocally authorized to bind Customer to this Agreement. Customer's signature on this Agreement is not required for this Agreement to be effective.

### **15. PROPRIETARY INFORMATION**

All prices at which any part[s] are sold hereunder and all other commercially sensitive information related to Company's business, products and practices ["Proprietary Information"] shall be held by Customer in confidence and Customer shall use and disclose same only as specifically authorized by Company or as required by any governing authority. Customer further agrees to notify Company immediately upon learning of any unauthorized distribution, disclosure, or use of Proprietary Information. Company and Customer shall retain all of their own proprietary rights of any kind in and to their respective patents, trademarks, procedures, know-how, methods, processes, trade secrets and proprietary information that may be used or disclosed with respect to the services performed pursuant to this order. The company will retain ownership of all intellectual

property and proprietary rights that it develops in connection with the performance of services provided under this order. The provision of services by Company does not convey any license, by implication, estoppel, or otherwise, under patent claims covering combinations of said services with other devices or elements.

#### **16. GOVERNING LAW, VENUE, AND WAIVER OF JURY TRIAL**

This Order shall be construed and interpreted in accordance with the laws of the region or State in which the Company's designated facility has its principal place of business, without giving effect to said State's or region's conflict of laws. The United Nations Conventions on Contracts for the International Sale of Goods shall not apply to any aspect of this Contract. In the event of any dispute or claim, the Parties hereby agree that any lawsuit or other legal action shall be filed in the national, federal or state courts where the Company's designated facility has its principal place of business and in no other venue ["Courts"]. The Parties agree to submit to the jurisdiction of the Courts, agree to venue in the Courts, and waive any defense of lack of personal jurisdiction or forum non convenience in the Courts. The Parties further waive the right to trial by jury. If any lawsuit or other legal action arises under or related this Agreement, the prevailing party in such lawsuit or other legal action shall be entitled to collect its reasonable legal fees and costs from the non-prevailing party. The provisions of this section shall not restrict the ability of either Party to enforce in any court, without geographic limitation, any judgment obtained in the Courts. The Parties agree that service of process by certified mail to Customer's address as set forth in this Agreement shall be effective service of process on Customer for any lawsuit or other legal action brought in the Courts. The Parties agree that service of process by certified mail to Company's address as set forth in this Agreement shall be effective service of process on Company for any lawsuit other legal action brought in the Courts.

#### **17. SERVICE OF PROCESS**

Service of process by certified mail to Customer's address as set forth in the order confirmation or repair quotation shall be effective service of process on Customer for any suit, action, or other proceeding brought in any such court. Service of process by certified mail to Company's address set forth on Company's Invoice i, shall be effective service of process on Company for any suit, action, or other proceeding brought in any such court.

#### **18. SEVERABILITY**

If any of the aforesaid terms and conditions should for any reason be held ineffective, unenforceable, or contrary to public policy, the remainder of the agreement shall remain in full force and effect notwithstanding.

#### **19. CONSTRUCTION**

In the event of an ambiguity or question of intent or interpretation arises, this Agreement shall be construed as if drafted jointly by the Parties and no presumption or burden of proof shall arise favoring or disfavoring any Party by virtue of the authorship of any of the provisions of this Agreement.

#### **20. GOVERNMENTAL AUTHORIZATIONS**

Customer understands that the parts and/or the technology to be delivered by it pursuant to this Agreement are subject to export controls under any and all applicable export control laws and regulations, including but not limited to the laws of the United States including



but not limited to: (i) U.S. Exports Regulations governing the export, transfer or re-export of U.S. manufactured products and products containing U.S. components, software, or technology as set forth in the U.S. Export Administration regulations [EAR], 15 C.F.R. §§ 772 et. seq.; (ii) U.S. Export Regulations and laws restricting U.S. companies and their foreign affiliates and subsidiaries from doing business with certain embargoed countries and entities as set forth in the U.S. Foreign Assets Control Regulation [FACR], 31 C.F.R. §§ 500 et. seq.; (iii) antiboycott laws; (iv) foreign trade regulations [FTR] [15 CFR 30.1 to 30.74] and (v) the International Traffic in Arms Regulations, 22 C.F.R. §§ 120 et seq. Customer agrees, warrants, and represents that it will not export, re-export or divert the parts, technology or parts manufactured from the technology that are the subject of this Agreement in violation of the export laws of the United States and any other applicable national or state export laws. Customer will be “importer of record” or “exporter of record,” as applicable, and shall be responsible for timely obtaining any required governmental authorizations such as an import license, export license, exchange permit or any other required governmental authorization, and will perform all compliance and logistics functions in connection therewith and will also comply with all applicable laws, rules and regulations.

## **21. RECLAMATION**

This provision shall apply if the Company has: (a) delivered the part(s) to Customer on credit; (b) financed the sale of the part(s) to Customer or (c) has been engaged by Customer for the repair, reconditioning or refurbishment of part(s). As the condition of the Company allows Customer to accept delivery of the part(s) on credit, Customer represents and warns the Company that Customer is solvent and is not presently a debtor in any bankruptcy case in any court of competent jurisdiction. In the event Customer becomes insolvent before delivery or while parts are in transit, it will immediately notify Company. The failure to notify the Company immediately will be construed as a reaffirmation of Customer’s solvency at the time of delivery. Company will have the right to stop delivery of the parts by a bailee or other third party transporting the same if Customer becomes insolvent, repudiates or fails to make a payment due, to withhold or reclaim the parts under the provisions of the Uniform Commercial Code. In the event parts reach Customer prior to Company’s ability to stop parts and Customer cannot make payments within the agreed payment terms, Customer shall return the parts to Company at Customer’s expense. In the event of Customer’s insolvency, the foregoing Invoice together with this Agreement shall constitute a demand by Company for reclamation of the part(s) in accordance with Section 2-702 of the Uniform Commercial Code and Section 546 (c)[1] of the United States Bankruptcy Code. In the event of Customer’s insolvency, Customer does hereby waive any defenses to Company’s reclamation of the part(s) and Customer shall promptly return possession of the parts to Company. The customer hereby grants a general line on, and a security interest in, any assets belonging to Customer as security for the performance of its obligations hereunder or to satisfy any obligation owed by Customer to Company under any agreement.

## **22. RIGHT OF SET OFF**

Customer will have no rights of set off against any amounts which become payable to Company under this Agreement or otherwise.

## **23. SUBCONTRACTING AND ASSIGNMENT**

Company reserves the right to subcontract this Agreement, in full or in part. The nature and scope of the services to be delegated to the subcontractor shall be at Company’s

discretion; provided, however, that Company shall remain responsible for all work performed pursuant to this Agreement including work delegated to any subcontractor.

Customer shall not assign any of its rights or delegate any of its obligations under this Agreement without prior written consent of Company. Any purported assignment or delegation in violation of this Section is null and void. No assignment or delegation relieves the Customer of any of its obligations under this Agreement.

#### **24. GOVERNMENT CONTRACTS**

No government regulations or clauses will apply to the parts or any order for parts or act to bind the Company unless specifically agreed to by Company separately in writing at Company's headquarters. Unless Customer notifies Company in writing in advance, Customer warrants that it will not submit any request for or order to purchase parts which Customer knows or has reason to know will be used in the performance of any applicable government contract or subcontract which incorporates or is subject to federal regulations expressly or by reference, including without limitation the Federal Acquisition Regulation [FAR], Defense Acquisition Regulation [DFAR], Armed Services Procurement Regulations [ASPR], and Cost Accounting Standards [CAS].

#### **25. WAIVER**

There shall be no waiver of any claim or right arising under this Agreement unless the waiver is supported by consideration and is in a writing signed by the aggrieved party. The failure of either party to enforce at any time or for any period any of the provisions hereof shall not be construed to be a waiver of such provisions nor the right thereafter to enforce each such provision.

#### **26. FURTHER ASSURANCES**

Each of the parties hereto shall execute and deliver such additional documents, instruments, conveyances, and assurances and take such further actions as may be required to carry out the provisions hereof and have effect to the transactions contemplated hereby.

#### **27. CUMULATIVE REMEDIES**

Unless otherwise expressly limited in this Agreement, all rights and remedies provided in this Agreement are cumulative and not exclusive, and the exercise by either party of any right or remedy does not preclude the exercise of any other rights or remedies that may now or subsequently be available by law, in equity, by statute, in any other agreement between the parties or otherwise.

#### **28. NOTICES**

All notices, requests, consents, claims, demands, waivers, and other communications hereunder ["Notice"] shall be in writing and addressed to the parties at the addresses set forth on the face of the order confirmation or repair quotation or to such other address that may be designated by the receiving party in writing. All notices shall be delivered by personal delivery, nationally recognized overnight courier [with all fees prepaid], facsimile [with confirmation of transmission] or certified or registered mail [in each case, return receipt requested, postage prepaid]. Except as otherwise provided in this Agreement, a Notice is effective only a) upon receipt of the receiving party; and b) if the party giving the Notice has complied with the terms of this section.