



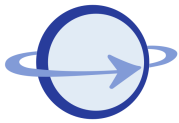
Mutual Success Agreement

Our Mission Statement

Protecting the vulnerable by providing concierge aviation solutions.

Our Values

- We protect the vulnerable. We will look out for our customers and their passengers as if they are our family.
- Safety comes first for our customers, our employees, and the public.
- We're all team players. We put the needs of our team before our own.
- We're flexible. When things don't go according to plan, we adapt and press forward with positive attitudes.
- We're creative problem solvers. We do everything we can to solve problems and utilize our resources effectively.
- Integrity drives us. We do what's right to serve customers well, tracking time, and being good stewards of company resources.
- We're reliable. Our customers, our vendors, and everyone on our team count on us to provide excellent solutions and do the right thing if we don't get it right the first time.
- We exceed expectations. We seek ways to go above and beyond for each other, our customers, and our vendors. Every job is an opportunity for a remarkable, positive moment.
- We are proud of our work, and we stand by it.



Bragg Avionics, Inc.

Summary

- Safety always comes first.
- Avionics work is dynamic. Until we inspect your aircraft, we are unable to best estimate how much a repair may cost. Keeping you advised of our progress and providing you with applicable options as quickly as possible is our goal.
- We strive to maintain the scheduled timeline and address unforeseen issues that may affect the estimated completion date. If we are unable to facilitate the repairs while your aircraft is here, we will work with you to accommodate your schedule to complete the necessary work.
- We value your feedback and use it to improve our services.
- A deposit may be required before work begins. Upon completion of the work, the aircraft is released when payment is received.

Our Commitment to You

We are dedicated to providing exceptional service and value to our customers. Our success is directly linked to your satisfaction and trust. As part of our commitment to you, we pledge to honor your safety, time, and money.

Safety

- **Safety First:** Your safety is our highest priority. We adhere to all industry standards and regulations to ensure that all work performed is safe and reliable.
- **Continuous Training:** Our technicians undergo continuous training and certification to stay updated on the latest avionics technologies and safety protocols.
- **Quality Assurance:** All work is subject to rigorous testing and quality assurance checks to ensure optimal performance and safety.

Time

- **Prompt Services:** Our goal is to minimize your downtime by providing timely responses and prompt service for your avionics needs.
- **Scheduled Appointments:** We respect your schedule and adhere to agreed upon times for all appointments, installations, and maintenance services.
- **Efficient Problem Resolution:** Should any issues arise, we will address them efficiently and effectively, keeping you informed throughout the process.

Value

- **Transparent Pricing:** Avionics work is dynamic. Upon request, we can provide an approximate cost based on our experience and the condition and age of your equipment.
- **Value for Money:** We use quality materials and employ highly skilled technicians to ensure the longevity and reliability of our work. We strive to provide services that represent the true value of your investment.

Development

- **Feedback and Reviews:** We value your feedback and use it to improve all aspects of our business. We encourage you to share your experience with us and welcome constructive suggestions.
- **Innovation and Updates:** We are continually learning about advancements in avionics technology.



For Your Consideration

Safety

For safety and regulatory requirements, we do not permit anyone other than employees to enter our hangar or back office areas without an escort. To ensure our technicians uphold the highest level of safety, we strive to provide an environment conducive for them to work without distractions. Therefore, we ask that our customers respect the technician's space and allow them to work independently.

Cost

Avionics jobs typically fall into three categories: repairs, inspections, and installations. No two aircraft are the same, so even "routine" work can vary greatly from one aircraft to another. Avionics work is dynamic and complex. If we discover issues that impact the airworthiness of your aircraft we will notify you. Upon request, we will do our best to give you an approximate cost before any work commences.

Communication

To serve you best, our dedicated customer liaison is your primary point of contact once your job begins. We ask that you designate one point of contact (POC) for communication regarding your job. Our customer liaison will keep your POC updated. Status Updates are obtained during three daily huddles between Shop Manager and customer liaison. This helps limit interruptions, which facilitates adherence to our schedule..

Scheduling

Due to the many unknowns of each aircraft's installation, we often do not know exactly what is required. Routine inspections may uncover unknown issues that could impact safety and cost. If we are unable to facilitate the repairs while your aircraft is here, we will work with you to accommodate your schedule to complete the necessary work.

Aircraft Drop Off / Pick Up

Due to liability constraints, we are unable to transport your aircraft beyond the boundaries of the Bragg Avionics hangar and apron area. Our mobile service may be available at your location for an additional fee. To avoid storage fees, please pick up your aircraft at your scheduled appointment time.

Payment

A deposit and/or progress payment(s) may be required, depending on the scope of work. Upon completion of the requested work, payment in full is required before the aircraft can be released.

Required Paperwork: Supply Documentation

The services we provide require detailed paperwork. We are unable to finalize the necessary documents until all of the work has been completed. In order to expedite this process, we must have the following documents:

- Pilot's Operating Handbook (POH)
- Logbook(s)
- Weight and Balance Records

Loaner / Rental Equipment

We offer loaner and rental equipment when available. We often supply loaner and rental equipment to our customers to keep their aircraft airworthy. Determining whether the equipment will be a loaner or a rental is solely at our discretion.

Autopilot Systems

We may require a separate autopilot service agreement.



Thank You

We are grateful for your trust and for choosing to work with us. We will provide you with the best experience possible, and we appreciate your commitment to helping us maintain the standards outlined in this document. To acknowledge you've read our Mutual Success Agreement, please sign below. We look forward to working with you!

Customer Name: _____

Customer Signature: _____

Date: _____