

# CHART OUTLET TERMS

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## 1) **ORDERING**

Placing one-time orders Should be made through our e-commerce website located at <http://ChartDealer.com>. Outlets are encouraged to contact us with any questions.

Changes to Standing Orders must be submitted via e-mail to [info@chartdealer.com](mailto:info@chartdealer.com) and need to be submitted 35 days prior to the next release.

### a) **One-time Orders/Stock Replenishment**

For Outlets placing one-time replenishment orders for aeronautical products, the FAA will not fill one-time orders for current editions of VFR products no later than twenty-one (21) calendar days prior to the next effective date; for IFR aeronautical products, the FAA will not fill one-time orders for current editions no later than fourteen (14) calendar days prior to the next effective date.

Outlets placing one-time orders for new or revised nautical charts or related products need to wait until after the announcement of availability on the “Notice of New Editions and Revised Printings” located on the FAA website under “Phone/Mail Ordering” or the “Notice to Mariner’s” on the NGA website to supplement their Standing Order quantities.

### b) **Replacement Orders/Credit Adjustments**

Claims by the outlet for non-receipt or mis-shipments must be reported as soon as possible to the ChartDealer.com, but no later than three weeks after an order was placed. Replacement orders will be shipped on an expedited basis. In the event that a navigation chart or related product is no longer available, a credit adjustment will be issued and posted to the outlet’s account.

DO NOT CALL THE FAA ABOUT A PROBLEM WITH AN ORDER

### c) **Problems or Questions With Orders**

All questions and problems should be directed to ChartDealer.com and under no circumstance should an Outlet Contact the FAA directly.

## 2) **DELIVERY**

Shipments will be made by the least expensive method. The following shipping modes are available as follows:

### a) **Domestic Standard Service**

There is no additional shipping charge for Domestic Standard Service. Orders are processed within 2 business days and shipped by Federal Express Ground or the United States Postal Service (USPS). Delivery to a Post Office Box is only available through USPS. Normal delivery time is 7-14 days from the date the order is received and processed by the FAA.

**b) Expedited Domestic Service**

There is an additional shipping charge for Expedited Domestic Service. It is determined by the total weight of the order and will be billed to the Chart Outlet's account. When "Expedited Domestic Service" is requested, orders received by 2:30 p.m., Eastern Standard Time (EST), Monday through Friday (except Federal Holidays), are processed the day they are received and shipped Federal Express to outlets with a street address. Normal delivery time is 1-2 business days, depending on your location. Expedited delivery to a Post Office Box is only available through USPS and the normal delivery time is 7 days or less.

**c) International Standard Service**

There is no additional shipping charge for International Standard Service. Orders are processed within 2 business days and shipped by International Priority Air Mail or Direct Injection to Canada Post. Normal delivery time is 7-21 days from the date the order is received and processed by the FAA.

**d) International Expedited Service**

There is an additional shipping charge for Expedited International Service. It is determined by the total weight of the order and will be billed to the Chart Outlet's account. When "Expedited International Service" is requested, orders received by 2:30 p.m., Eastern Standard Time (EST), Monday through Friday (except Federal Holidays), are processed the day they are received and shipped by International Priority Air Mail Express. The FAA will only ship orders by International Federal Express at the Outlet's request. Normal delivery time is 10-14 days, depending upon your location.

Delivery to a Post Office Box is only available through International Priority Mail Express and the normal delivery time is 10-14 days.

**3) CREDIT FOR OBSOLETE PRODUCTS**

Outlets will **not** receive credit for obsolete returns.

**4) DATES OF LATEST EDITIONS (DOLES)**

This information is updated quarterly at the FAA website <http://naco.faa.gov> under "Phone/Mail Ordering".

The "Notice of New Editions and Revised Printing" for NOAA and NGA nautical charts is also posted on the FAA website under "Phone/Mail Ordering", "Dates of Latest Editions".

For a list of NOAA nautical upcoming new editions, go to NOAA's website [www.nauticalcharts.noaa.gov](http://www.nauticalcharts.noaa.gov) under "Nautical Charts and Publications".