

Frequently Asked Questions



- **How can I obtain information for pricing and availability for DFP Manufactured Parts?**

- Contact the DFP Customer Care Team at customerservice@dfp.delta.com with the part number, description, and quantity you are requesting. They will provide a quote for the requested materials and the current lead times. When you are ready to place your order, you will email your purchase order to dfpcustomerpos@delta.com.

- **How do I initiate a return for a DFP part?**

- Contact the DFP Customer Care team at customerservice@dfp.delta.com with relevant information including but not limited to: original sales order number or purchase order number, date of purchase, date of receipt, part number, description, quantity being returned, and reason for return (i.e. incorrect quantity, damage in shipping, etc.). The Customer Care Team will reach out to you with a confirmation of return and a return material authorization number and paperwork to attach to your return.

The items should be returned within thirty business days of the issuance of the return material authorization. Items can be shipped to DFP at the mailing address: Delta Flight Products, 3980 Tradeport Blvd., Building 1200, Atlanta, GA 30354. Include the RMA paperwork and number on the box of the return.

The Customer Care Team will reach out to confirm receipt of the product and follow up steps within one week of RMA receipt.

- **What should be done if support is needed at night or on the weekend?**

- DFP Customer Care has standard hours of Monday through Friday from 8:00 am EST to 5:00 pm EST. However, we do have a support line for urgent after-hours care. Please contact 678-326-6724 for assistance.