



# FLIGHTSTORE

## Warranty Exchange & Return Policy

### WHAT can be returned?

We operate a 30 day no hassles return policy. This means that at any point from the date of your invoice to 30 calendar days afterwards you can return items providing you follow the instructions below.

**Please Note:** the following items are excluded from this policy. We do not accept change of mind returns or cancellations on these items.

- Airservices Australia Charts & Documents
- CASA Publications & Documents
- Practice Exams
- Special Ordered Items / Bulk Quotes
- Gift Vouchers, Credit Notes

We do not accept change of mind returns on special order items or bulk quotes.

**Special Order** - A special order item is any item or quantity that we must specially obtain to fulfill your order and is not an ordinary stocked line or quantity.

**Bulk Quotes** - An order is deemed to be a bulk quote for any quantity of any product comprising three (3) units or more.

**Please Note** - We reserve the right to refuse any change of mind return without exclusion where we deem the request to be unreasonable.

### WHAT if you have a Warranty Claim?

If you have experienced a warranty event with an item you have purchased from us, you should follow the instructions below.

### WHEN do items need to be returned by?

All returns must be actioned within 30 calendar days from the date of your Invoice.

### WHERE do items need to be returned to?

Returns should be sent to the following address.

**Flight Store Returns**  
**Unit 7 / 52 Blanck Street**  
**Ormeau, QLD, 4208**

### HOW do I return items?

When returning any item customers should please do the following steps,

1. Download and complete our Returns Form, then
2. Include it with the products you are returning.

This allows us to identify and efficiently deal with your return, and, ensure our ability to action it as quickly as possible. You do not need to contact us prior to returning an item - provided that it meets all the criteria listed above and is accompanied by a completed form. We will action your return request on receipt.



### SHIPPING CHARGES for returns?

We are not able to refund original shipping charges for returns as these costs are not recoverable once the service has been utilised. Customers should note the cost of returning an item will be at the customers expense. We will only cover shipping charges where there are items missing, incorrectly shipped or there is a failure of within the first 30 days.

### CREDIT for returns?

We are happy to offer a full value exchange or account credit at the customers option for all returns with in 30 days from the date of receipt of your order. If your order was **shipped using one of our free shipping options** a flat rate delivery charge of \$25 will be deducted from the credit amount to cover the costs we have incurred in delivering your original order.

### IN STORE returns option?

Should you prefer, customers are more than welcome to return items to our retail store in person during our normal business hours and one of our friendly staff will be happy to assist you with your return.

### ACCEPTABLE CONDITION for Returns?

Returns should be in following condition to qualify for our policy.

- The item was not specially ordered for you or a bulk quote.
- The item is in a brand new re-sellable condition.
- The packaging is intact with no marks, damage, sticky tape, etc.
- The items tags have not been removed including hang tags and stickers.
- All items are returned including packaging, parts/accessories, etc.
- The items have been bubble wrapped and packed to protect against shipping damage.
- Headsets, Electronics, Books, Logbooks, Kneeboards, or anything fragile must be shipped in a box to protect against shipping damage.
- The box or package is then covered and shipped using a plastic post satchel to stop any rain / water damage.
- The items have been sent with a tracking number and a signature required upon delivery.

### MANUFACTURERS Warranty?

In the case that you experience a warranty event with a product you have purchased from us, we are more than happy to assist you.

Most of our brands have in place a warranty claims procedure and in the first instance we highly recommend you contact the manufacturer and lodge your warranty claim directly with them as this will normally result in the issue being corrected in the fastest possible time.

If you are unsure of how to make a claim and you would like us to assist you with your warranty, or you would just plain prefer to deal with us, please send an email to the email address below and we will reply with instructions.

**warranty@flightstore.com.au**

**For Minor product issues** - We will offer a free manufacturer repair or replacement item at the manufacturer's discretion.

**For Major product issues** - (i.e. those not easily repairable or issues where a repair is not likely to rectify the issue) the customer is entitled to their choice of a refund, repair, or replacement.

This policy is entirely in line and compliant with Australian Consumer Law. For further information regarding Australian Consumer Law please refer to the ACCC website.

<https://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund>

### WINDSOCK - 3 MONTH Warranty / 12 MONTH Wear and Tear Replacement Program

In the case that you experience a warranty event with a windsock, go to the link below to see the Windsock Warranty Terms and Conditions.

<https://www.flightstore.com.au/windsock-warranty>



Office use only:

Date Received:

Date Processed:

## Warranty | Repair Form

Please fill out the warranty repair form and include it with the return shipment back to us.

Name

Order # (eg. W123456)

Email

Phone

I have read & agree to the warranty returns policy

Link to Returns Policy - <https://www.flightstore.com.au/returns-policy>

☐

Reason for Return: (Please tick one option)

☐

Warranty

☐

Out of Warranty / Repair

☐

Windsock 12 Month Wear & Tear Program

Requested Action: (Please tick one option)

☐

Warranty

☐

Repair (Costs Apply)

Item(s) Returned:

QTY	SKU/Part Number	Product Description	Price
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$

Description of Warranty Issue:

Please provide a brief description of the fault

  
  

Please ship exchanged goods to the address on my original order:

Yes

☐

No

☐

If 'No' is selected, please provide new address below.

Address

Suburb

State

Postcode

Payment Information:

If there is an out of warranty repair charge, or shipping costs for out of warranty repairs, please charge the provided card details below:

Card Holders Name:

Card Number:

Expiry:

CVV:

Card Holders Signature:

Please return your item(s) to:

Attn: Warranty Repairs, Flight Store Pty Ltd, Unit 7 / 52 Blanck Street, Ormeau, QLD, 4208, Australia.