



# FLIGHTSTORE

## Windsock 3 Month Warranty & 12 Month Wear and Tear Replacement Program

### 3 MONTH WARRANTY

Flight Store Windsocks are warranted against defects in materials and workmanship for 3 months from the date of purchase and is provided solely for the benefit of the initial purchaser of the new windsock. Flight Store will repair or replace at its discretion any manufacturing defect free of charge.

This warranty does not cover damage caused by normal wear and tear, accident, lost/stolen, abuse, misuse, misapplication, or modifications. The warranty applies to individual users only; the warranty does not apply when the windsock is used by a 3rd party or rental capacity.

The warranty term does not refer to the expected lifetime of the product and parts. A product's lifetime is a function of how much use it gets and how well it is cared for and not by how old it is. The warranty term is designed to protect the purchaser against manufacturing defaults only and is limited due to the fact that a windsock is subject to variable, random and extreme environmental and weather events.

All warranty claims must be sent back directly to Flight Store Pty Ltd and include the windsock in its entirety as well as the [Warranty / 12 Month Wear and Tear Replacement Program Claim Form](#) or the required information outlined on the form. Flight Store is not responsible for shipping or transportation charges from you to Flight Store.

This warranty, and the remedies set forth above, are exclusive and in lieu of all other warranties, remedies and conditions, whether oral or written, express or implied. Flight Store specifically disclaims any and all implied warranties, including without limitation **WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE**.

To the maximum extent permitted by law, Flight Store is not responsible for direct, or for special, incidental, or consequential damages resulting from any breach of warranty or condition.

### Examples of warranted issues:

- Failure of the stitching on sewn seams
- Failure of eyelet installation
- Tear or perforation on PVC material upon unboxing and before installation

### Examples of non-warranted issues:

- Tear or perforation on PVC material after installation
- Damage due to incorrect installation
- Damage due to wear and tear
- Damage due to the windsock contacting the windsock pole



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## Windsock 3 Month Warranty & 12 Month Wear and Tear Replacement Program cont..

Many of these non-warrantied items can be claimed as part of the wear and tear replacement program, please see description below.

### 12 MONTH WEAR & TEAR REPLACEMENT PROGRAM

Wear and tear is damage that naturally and inevitably occurs as a result of normal use or aging. While Flight Store sources the very best manufacturers, materials and craftsmanship, normal wear and tear is inevitable and will occur over time as a result of normal use.

Flight Store offers a unique replacement program as a sole benefit to the original purchaser of the new windsock that has been installed on a Flight Store manufactured windsock frame. If at any time during ownership your windsock has deteriorated to a level beyond use, you may return it to Flight Store and be provided with a voucher code for the purchase of a new windsock for 40% off retail price.

*Please note: The 12 Month Wear & Tear Replacement Program only applies to windsocks that have been fitted to Flight Store windsock frames.*

### SUBMITTING A CLAIM

If you wish to submit a 3-month warranty or 12-month wear and tear replacement program claim you will need to adhere to the following steps.

1. [Complete the Warranty / 12 Month Wear & Tear Replacement Program Claim Form](#) or provide the information required on that form. This information is required for your claim to be processed.
2. Pack and ship your windsock. Be sure to include either your claim form or the required information from the claim form inside the package. Flight Store is not responsible for shipping or transportation charges from you to us.
3. For approved warranty claims, a new or repaired windsock will be sent back to you via Australia Post Standard Shipping for domestic shipments. If an alternative shipping method is required, please note this on your claim form. Other shipping methods may attract an additional charge. On the provision Flight Store is holding stock at the time of the claim, on average you will receive your windsock within 7 business days from date of receipt. For approved wear and tear replacement claims you will receive a voucher code for the purchase of a new windsock within 5 business days via email.

### SEND CLAIMS TO:

Flight Store Returns  
7 / 52 Blanck St  
Ormeau, QLD, 4208

For additional questions please contact Flight Store directly.

Phone: 07 5536 8694

email: [warranty@flightstore.com.au](mailto:warranty@flightstore.com.au)



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
			\$
			\$
			\$

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.