



Return | Exchange Form

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.

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:

1. Download and Complete the Returns Form
2. Contact us via email with form attached
3. We issue and email a Return Merchandise Authorisation Number (RMA#)
4. The RMA# must be visible on the exterior of the Box
5. Please include a printed copy of the Return Exchange Form in the box

This allows us to efficiently deal with any returns and ensures we action your return as quickly as possible. We will action your return on receipt.

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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?

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 Must be Shipped and Packaged Correctly in the following way

- Items must be in their original packaging and bubble-wrapped to protect against damage.
- Use a shipping container or box to send us your return.
- Cover or seal any cardboard boxes to protect against rain / water damage in transit.
- Items must be returned with an Australia Post Tracking Number and have a Delivery Signature Required.

PLEASE NOTE: any returns received that are not shipped and packaged correctly won't be able to be processed.

Returns Must be in Acceptable Condition to qualify for a return.

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

1. The item was not specially ordered for you or a bulk quote.
2. The item is in a brand new re-sellable condition.
3. The packaging is intact with no marks, damage, tape, etc.
4. The item's tags have not been removed including hang tags and protective labels or stickers.
5. All other 'in the box' items are returned including packaging, parts/accessories, manuals, brochures and literature, etc.
6. The item in its original packaging is bubble-wrapped and boxed to protect against return shipping damage.
7. Headsets, Electronics, Books, Logbooks, Kneeboards, or anything fragile must be shipped in their original packaging and then in a box. Postage satchels are not sufficient to protect against shipping damage.

Thank you
Flight Store

Office use only:

 Date Received:

 Date Processed:

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Please fill out the returns form and include it with the return shipment to us.

Name

Order # (eg. W123456)

Email

Phone

I have read and agree to the returns policy

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

Reason for Return: (Please tick one option)

- Incorrect Item Ordered
- Incorrect Item Received
- Change of mind / Wrong size purchased

Requested Action: (Please tick one option)

- Exchange
- Account Credit

Items Returned:

QTY	SKU/Part Number	Product Description	Price
			\$
			\$
			\$

Exchange Items Requested:

QTY	SKU/Part Number	Product Description	Price
			\$
			\$
			\$

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 a difference in price for the exchanged items or extra shipping costs due to change of mind please charge the provided card details below:

Card Holders Name:

Card Number:

Expiry:

CVV:

Card Holders Signature:

Please return your item(s) to:

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