



Warranty | Repair Form

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.

If you would like us to assist you with your warranty, please send an email to warranty@flightstore.com.au and we will reply with instructions.

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>

HOW DO I make a Warranty Claim?

When making a claim customers should -

1. Download and complete the Warranty Repair Form
2. Contact us via email with Warranty Repair Form attached to your email
3. Flight Store will issue you a Return Authorisation Number (RMA#) and a Pre-paid Shipping Label
4. Package the item carefully with bubble-wrap and place in a shipping box
5. Print and attach the Shipping Label to the exterior of the box
6. Print and include a copy of the Warranty Repair Form in the box
6. Print the RMA# on the exterior of the box so that it is clearly visible
7. Drop in to your local Aus Post Office.

This allows us to efficiently deal with your warranty and ensures we action your claim as quickly as possible.

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>

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

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**Email****Order #** (eg. W123456)**Phone****I have read & agree to the warranty policy**Link to Warranty Policy - <https://www.flightstore.com.au/page/warranty>**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.