

TOTAL PERFORMANCE VAN'S AIRCRAFT

14401 Keil Road NE, Aurora, Oregon, USA 97002

PHONE 503-678-6545 • FAX 503-678-6560 • www.vansaircraft.com • info@vansaircraft.com

Service Letters and Bulletins: www.vansaircraft.com/public/service.htm

MERCHANDISE RETURN POLICY

IN CASE OF SHIPPING DAMAGE OR SHORTAGES, CALL VAN'S IMMEDIATELY

Warranty:

All items not manufactured by Van's Aircraft are warranted by their specific manufacturer. Return defective items to the manufacturer, not to Van's Aircraft.

Return Eligibility

- Returns accepted from original purchaser only.
- Any item returned must be a product Van's Aircraft currently sells.
- No returns on Construction Documents, books, CD or DVD's.
- No returns or refunds will be allowed on opened software.
- No returns on special order or custom manufactured components.
- Returns on Avionics, electrical, and instrumentation will only be accepted within 60 days of purchase.
- All other items may be returned within 2 years from date of purchase by original purchaser only.
- A 10% restocking fee will be charged unless Van's determines that the circumstances dictate otherwise.
- Return of any RV-12 component (other than for replacement) will render aircraft ineligible for E-LSA licensing.
- No COD returns accepted.
- It is not necessary to call for permission to return merchandise if you use this form.

Condition of Return Items:

- Returns must be in resaleable condition, packed in original manufacturers' box, complete with documentation/instructions, with all associated components.
- Any damage incurred during return shipment is the responsibility of the customer.

See Merchandise Return Form located on Page 2.

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MERCHANDISE RETURN FORM

Please supply the following information:

Name: _____ Customer Number _____

Invoice number: _____

Reason for return:

- Incorrect item received
- Defective item (please explain below)
- Other (please explain below)

Notes:

Action you would like us to take:

- Refund
- Credit to my Van's account
- Credit to Visa/MC/Discover account _____
- Exchange for:
- Other