

Return Material Authorization Policies and Procedures

Flightcom Service Hours

6:30 AM - 3 PM Pacific Time

Monday through Friday

Note: Consumables, like removable head pads and ear seals, are not covered by your warranty. Consumables wear out, get dirty and need replacing to ensure your headset's long-lasting performance. We recommend annual replacement of these items.

To obtain warranty or non-warranty service for any Flightcom product:

1. Contact the Flightcom service center at 503-684-8229. The service representative may be able to troubleshoot the issue over the phone. If it is determined that the unit(s) requires service or needs to be sent to Flightcom, the service representative will issue a Return Merchandise Authorization (RMA) number. The RMA is the tracking number for your service work order and should be retained by you for future reference.
2. If we determine that the product needs to return to us once an RMA has been issued, package the item securely, include a dated proof of purchase receipt, enclose a detailed description of the problem, information on how we can best contact you during the day with your name, return address and phone number.
3. If you are sending an intercom for service, in addition to enclosing a note describing the problem, please provide the following additional information: the type of aircraft, model of headsets used with the intercom, and the number of hours the intercom has been in use.
4. Clearly mark the RMA number on the exterior of the package.
5. Send the package freight prepaid and insured to: Flightcom, 7340 SW Durham Road, Portland, OR 97224
6. If you have any questions, please call us at 503-684-8229.

telephone: 800 432 4342 503 684 8229
facsimile: 503 620 2943

7340 SW Durham Road
Portland Oregon 97224 U.S.A.

Minimum 15% Restocking Fee

1. Items that are returned for credit or exchanged as defective but functionally test good.
2. Items that are returned for credit that are not in “like new” condition.
3. Items that are returned for credit or exchanged due to a mistake on the customer’s part. Some examples include but are not limited to: ordered wrong product, end user changed their mind, overstock, improper installation, etc.

RMA Rush Fee

The service center processes RMA work orders by received date (first in, first out).

If desired, the service center can expedite your repair for a fee. Rush requests will be completed in two business days from receipt of product. The customer must agree to pay a rush fee above and beyond the cost for the repair of the unit(s). The fee schedule is as follows: \$25.00 for each unit up to two units on both warranty and non-warranty repairs. If a customer has more than two units the charge will be an additional \$25.00 on increments of two (example three items will be \$50.00 and six items will be \$75.00).

Advance Replacements

If a unit is found to be defective upon first use, we may ship out a new unit to replace the “out of box failure” before the defective unit is returned to Flightcom. This is considered an advance replacement.

- To be considered for an advance replacement, it must be within 30 days of purchase date of the unit.
- All advance replacements must be issued through the Flightcom service center.
- A certified Flightcom technician must troubleshoot the problem previous to advance replacement.
- The returned unit must be returned in “like new” condition. The customer will be financially responsible for all damage incurred to all product returned. The customer will be charged Flightcom service rates for all damaged components and the labor it takes to refurbish the unit to “like new” condition.

General Policies

- Items returned for credit must be in new condition and contain all original accessories. If items are not in new condition, the product will be shipped back to the customer at their expense and not credited.
- Sending items in for service does not extend the warranty period on those items.

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- Product received, which has been physically altered by the customer voids the warranty on the product.
- All out of warranty repairs will have a 90-day warranty on the repaired part only.
- Flightcom will hold customer product for two weeks after providing a repair quote. If there is no response after two weeks, the product will be shipped back unrepaired at the customer's expense (there may be some exceptions to this policy).
- Custom and special product has no warranty.
- Product returned COD will be refused.

Credit card processing instructions

If we require credit card payment for your repair, do not send credit card information via email. Please use one of the following more secure methods: telephone conversation, fax document or through our secure Flightcom website.

Warranty Policy for Flightcom Intercoms - Two-Year Intercom Limited Warranty to Original Purchaser

Flightcom Corporation warrants to the original purchaser of this product that it will be free from defects in materials and workmanship, under normal and proper use, for the period of two years from date of purchase. Flightcom Corporation will repair or replace, at its sole option, any parts showing factory defects during this warranty period, subject to the following provisions. This warranty applies only to a new product which has been sold through authorized channels of distribution. All work under warranty must be performed by Flightcom Corporation. All returned products must be shipped to our address, freight prepaid, accompanied by a dated proof of purchase. **SAVE YOUR SALES SLIP!** The purchaser voids this warranty if he, she or others attempt to repair, service or alter the product in any way. This warranty does not apply in the event of accident, abuse, improper installation, unauthorized repair, tampering, modification, fire, flood, collision or other damage from external sources, including damage which is caused by user replaceable parts (leaking batteries, etc.). This warranty does not extend to any other equipment or aircraft to which this product may be attached or connected. The foregoing is your sole remedy for failure in service or defect. Flightcom Corporation shall not be liable under this or any implied warranty for incidental or consequential damages, nor for any installation or removal costs or other service fees. This warranty is in lieu of all other warranties, express or implied, including the warranty of merchantability or fitness for use, which are hereby excluded. To the extent that this exclusion is not legally enforceable, the duration of such implied warranties shall be limited to two years from date of purchase. No suit for breach of express or implied warranty may be brought after two years from date of purchase.

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Warranty Policy for Flightcom Headsets - Three-Year Headset Limited Warranty to Original Purchaser

Flightcom Corporation warrants to the original purchaser of this product that it will be free from defects in materials and workmanship, under normal and proper use, for the period of three years from date of purchase. Flightcom Corporation will repair or replace, at its sole option, any parts showing factory defects during this warranty period, subject to the following provisions. This warranty applies only to a new product which has been sold through authorized channels of distribution. All work under warranty must be performed by Flightcom Corporation. All returned products must be shipped to our address, freight prepaid, accompanied by a dated proof of purchase. **SAVEYOUR SALES SLIP!** The purchaser voids this warranty if he, she or others attempt to repair, service or alter the product in any way. This warranty does not apply in the event of accident, abuse, improper installation, unauthorized repair, tampering, modification, fire, flood, collision or other damage from external sources, including damage which is caused by user replaceable parts (leaking batteries, etc.). This warranty does not extend to any other equipment or aircraft to which this product may be attached or connected. The foregoing is your sole remedy for failure in service or defect. Flightcom Corporation shall not be liable under this or any implied warranty for incidental or consequential damages, nor for any installation or removal costs or other service fees. This warranty is in lieu of all other warranties, express or implied, including the warranty of merchantability or fitness for use, which are hereby excluded. To the extent that this exclusion is not legally enforceable, the duration of such implied warranties shall be limited to three years from date of purchase. No suit for breach of express or implied warranty may be brought after three years from date of purchase.

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