



Please return this form with the item(s) to:

Returns Department  
 Transair Flight Equipment  
 Hangar 9, Faraday Business Park  
 Solent Airport  
 Spitfire Way  
 Lee-on-the-Solent  
 Hampshire. PO13 9GA

<b>Account Number :</b>	<b>Order Number :</b>
<b>Name :</b>	<b>Telephone Number :</b>
<b>Address :</b>	

**Reason for return:**

- Item(s) are faulty or damaged. Please give as much information below as you can.
- Item(s) are no longer required.
- Item(s) are not what I expected.
- I have ordered the wrong item(s), wrong size wrong colour etc.
- Transair have sent item(s) different from those that I have ordered/expected.
- The item(s) arrived late and are not now required.

**Please include any additional information or instructions here: (continue over if required)**

**Action requested:**

- Please replace the item (faulty or damaged goods).
- Please exchange the item for something different (specify below).
- Please issue a refund.
- Other (details).....

**Details of Items Being Returned: (continue over if required)**

Qty	Product Code	Item description and reason for return.	Total £

**Details of Exchange Items Required: (continue over if required)**


Add Postage (if exchanging correctly supplied, non faulty items)

**Refund Due/Payment Required**

Refunds can only be made via the method used for the original payment. Where payment was by card, we can only reimburse the actual card used.

Where items are being exchanged that are not faulty and have been correctly supplied, a postage charge will be required for the despatch of the exchange items. We will contact you re this.

For security reasons, please do not include any card details with the returned goods.



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**Please read these notes before completing the form.**

Where possible, please include the original Invoice (or a photocopy) with your return. Failing this, please ensure that your contact details, order number and instructions are included.

If items are being exchanged that are not faulty or damaged, our standard delivery charge (where applicable) will be due for payment when sending out the new items.

We do not refund despatch postage where correctly supplied non-faulty items are returned for refund,

Refunds will be applied via the payment method that was used for the original purchase.

Where an additional payment is required, we will contact you to obtain credit/debit card details. For security reasons, please do not include these details with the returned goods.

When returning unwanted items for refund or exchange, all original packaging must be returned along with any accessories and documentation that were included with the item. All returned items must be as new apart from any pre-existing defects.

We reserve the right to refuse a refund or apply a handling charge to cover any missing, damaged or defaced packaging or materials.

Returned safety/survival equipment such as lifejackets and life rafts are subject to a servicing charge which will be deducted from the refund.

Parachutes cannot be returned after purchase.

DVDs and PC CD-ROMs are non-returnable once the packaging has been opened.

Digital media unlock codes cannot be returned after purchase.

Where a faulty item is returned over 30 days after purchase, we will generally insist on repair rather than refund or replacement.

Where a faulty item is returned for refund and the item, packaging and other accessories are not returned as new (apart from the reported fault) we reserve the right to insist upon repair. Vacuum packed or similarly sealed items are an exception to this rule.