



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

Returns Department
 Transair Flight Equipment
 Shoreham Airport
 Shoreham-by-Sea
 West Sussex
 BN43 5PA

| | |
|--------------------------|---------------------------|
| Customer Number : | ORDER NUMBER : |
| Name : | Telephone Number : |
| Address : | |

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 Enclosed

Method of payment for refund / charge (as required)

- Credit/Debit card
- Cheque
- PayPal (only where original payment was by PayPal)
- Other (details).....

Card Number

(Card details only required for additional payment)

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

Extra Maestro Numbers

| | | |
|--|--|--|
| | | |
|--|--|--|

Expiry Date

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

Security Code (last 3 digits from reverse of card)

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

RTN-1



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

Returns Department
Transair Flight Equipment
Shoreham Airport
Shoreham-by-Sea
West Sussex
BN43 5PA

Please read these notes before completing the form.

Where possible, please include the original Invoice (or a photocopy) with your return.

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,

Credit card refunds will be applied to the card used for the original purchase.

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, liferafts and parachutes are subject to a servicing charge which will be deducted from the refund.

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

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.

Where a faulty item is returned over 28 days after purchase, we will generally insist on repair rather than refund or replacement.