



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

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

Transair Order Number:

Reason for return:

- Item(s) faulty or damaged. Please give as much information below as you can.
- Item(s) no longer required.
- item(s) 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 required:

- 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

- Credit/Debit card
- Cheque
- 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)



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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.

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.

If items are being exchanged that are not faulty or damaged, our standard delivery charge will be due for payment when sending out the new items. This will generally be the same as the postage charge shown on your Invoice/Delivery Note.

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.