



PRECISION FLIGHT CONTROLS

Limited Warranty Information

What's Covered by Our Limited Warranty...

Precision Flight Controls, Inc. (hereafter "PFC") warrants its hardware products to the original owner to be free from defects in workmanship and materials when used properly for a period of one (1) year from the date of delivery.

What's Not Covered by Our Limited Warranty...

- Product failure due to improper installation, maintenance, misuse, accident, abuse, neglect, unauthorized repair, modification or alteration
- Removal or replacement costs
- Costs or loss of revenue incurred due to downtime
- Damage to related components
- Normal wear-and-tear
- Damage incurred during shipping transit, importation or customs clearance
- Products or software manufactured by other companies
- Software or data loss
- Cosmetic damages such as upholstery, paint, powder coat, stickers, wraps, silk screen or any other damages that do not directly impact the use of the product in its intended role as a Aviation Training Device (ATD) or Game Controller
- Expendable items such as light bulbs, batteries and etc.
- Landing gear switch

What Will PFC Do in the Event of an Approved Warranty Claim...

If during the warranty period you submit a warranty claim and it is approved by PFC, at PFC's sole discretion we will:

- Repair the product using new or reconditioned parts which are functionally equivalent to new in performance and reliability.
- Replace the product using new or reconditioned products which are functionally equivalent to new in performance and reliability.
- In the event a warranty claim is approved and the product is returned due to defect as stated above, a refund in full will be issued. If product is returned within the warranty period, but the return is not related to defect, a refund will be issued less a fifteen percent (15%) restocking fee.

Obtaining Warranty Evaluation & Service...

All warranty questions or claims must first be directed to the PFC Technical Support Team. Please be prepared to provide the PFC with the product serial number and/or purchase invoice number for verification. PFC's technical support team may be reached by:

Phone: (916) 414-1316

Skype: pfc_techsupport

Email: techsupport@flypfc.com

PFC will determine if the product has failed due to defective workmanship or materials. PFC reserves the right to assess fees associated with diagnostic services. If the product is determined to have an issue which is covered by the Warranty, the customer may choose one of service options below:

- **Mail in Service**

This service will require the customer to send the defective product or part to PFC. The customer must follow PFC's Return Material Authorization (RMA) procedure prior to returning any item. Please note that in the event an item is returned and the package does not display the RMA number (per the RMA process), the delivery may be refused. Full instructions for PFC's RMA process can be found at:

https://flypfc.com/wp-content/uploads/support/RMA_Form.pdf

- **Advance Replacement Part Service**

This service allows our customers to service their own PFC product. PFC will send the replacement part so the customer may perform the installation of the part. PFC will require advance payment for the part and shipping charges. The original part must be returned to PFC via a reputable shipping service within ten (10) business days. In the event the customer does not return the part within the allotted time period, no refund will be issued.

- **On-Site Repair Service**

This service is available for Advanced Aviation Training Device (AATD) only. Schedule permitting, PFC will send a technician to your location to service the AATD. After the first 90 days from the date of shipment, the customer will be responsible for all expenses and labor cost for the on-site service.

- **Warranty for Replacement Parts or Units**

Any replacement parts or unit provided during the warranty period will be covered by the remaining balance of time on the customer's original Limited Warranty. Replacement parts will not be covered by an extended or separate warranty period.

Return Shipment Options...

PFC, at its own expense, will ship the repaired or replacement product to the customer's original shipping address as reflected on the original order/invoice. PFC will ship via UPS Ground or an equivalent service. If expedited shipping is required, the customer will be responsible for shipping charges.

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