

1. Obtaining Return Merchandise Authorization Number

All items to shipping to PFC must be accompanied by a Return Merchandise Authorization (RMA) number and completed RMA form. To obtain an RMA number, email PFC Technical Support at techsupport@flypfc.com.

An RMA number **MUST** be requested **AND** approved prior sending any items to PFC. Any items returned without the RMA number will be refused. RMA numbers are valid for 30 days from the date they are issued. Customers are responsible for all fees and shipping charges to return items to PFC. PFC will not accept COD or freight-collect shipments. PFC is not responsible for goods damaged during transportation.

If items are being returned for refund or credit, a 15% restocking fee will be assessed. PFC will provide a notice of its receipt for items returned including items returned to PFC for warranty service.

2. Ship only the product specified on the RMA Form

Do not include any accessories (e.g. connectors, cables, software, CD's, manual, etc) unless instructed by a Technical Support Representative. PFC is not liable for any accessories included in the RMA shipment.

3. Packing and Shipping Information

When you need to ship a product back to PFC, please follow the packaging instructions below:

- a. Package the item carefully. Products should be returned in their original packaging. If not available, items must be packed with a minimum of two-inch protection around. Do not use "popcorn foam" or newspaper as filler; they do not provide sufficient protection. Items that arrives in non-original packaging or if the original packaging will not provide sufficient protection, the equipment will be returned in proper packaging with the cost included in the invoice total.

Items such as electronic boards must be bagged in an anti-static bag. Warranty may be void if items are not packaged appropriately.

- b. **IMPORTANT:** Clearly mark the Return Merchandise Authorization (RMA) number on the inside and outside of each package. Any items returned without the RMA number on the outside of the package will be refused.
- c. Enclose a completed RMA form in the package to ensure correct processing.
- d. Items must be insured for their "full replacement value" or the sender assumes the risk of loss/damage during shipment. Please use a shipping company that can demonstrate proof of delivery (such as FedEx, UPS, etc.).
- e. Ship the pre-paid package(s) to:

Precision Flight Controls

ATTN: RMA # xxxxxx-xxxx <-----insert your RMA number here
2747 Mercantile Drive Suite 100
Rancho Cordova, CA 95742

4. Diagnostic Evaluation Fee

A diagnostic evaluation fee will be applied to all RMA's not under warranty. If the required repairs are authorized, the diagnostic fee will be applied towards repair costs. Once your package is received, a technician will conduct the diagnostic evaluation to assess necessary repairs. Diagnostic fees are \$95 for components, \$225 for desktop systems and \$475 for open or enclosed cockpits.

5. Repair Charges

Once the evaluation has been performed, a Technical Support Representative will contact you to review the required repairs. Repair service will commence upon receipt of payment.

6. Repair Warranty

All repairs have a 90-day warranty. All warranties are void if PFC finds that the product has been abused, physically damaged, or altered in any way.

7. Unclaimed Property

All items sent to PFC for any service must be completed within six months from the date of the RMA. Unpaid, unclaimed or abandoned items will be discarded or recycled. Customer will not receive any credits or replacement for these items.

Damaged Shipment

Please inspect all packages upon arrival. You must report any damaged or missing items to Precision Flight Controls **within 3 business days** of receiving your order. If you notice any damage to the shipping box upon delivery, report it to the carrier immediately and then report it directly to PFC. All items leave our facility securely packaged, tested and in good condition. If you notice any damaged items upon unpacking the order, leave the box and its contents as is, save all of the packaging material, take pictures of the damaged items and contact PFC. PFC cannot be held responsible for packages left unattended due to special instructions left for your carrier.



2747 MERCANTILE DRIVE, SUITE 100
 RANCHO CORDOVA, CA 95742
 916.414.1310
 HTTPS://FLYPFC.COM

RETURN MERCHANDISE AUTHORIZATION FORM

RMA Number: _____

Please provide the following information:

Company Name:		Contact Name:	
Address:		City:	State: Zip Code:
Primary Phone:		Alternate Phone:	
Fax Number:		Email Address:	

Bill To:		Contact Name:	
Address:		City:	State: Zip Code:

Product Model	Serial Number	QTY	Problem Description

Operating System: Win XP Win Vista Win 7 Win 8 / 8.1 Win 10 Ubuntu

Simulation Software : X-Plane 8.61 X-Plane 9 X-Plane 10 X-Plane 11
 P3Dv3 P3Dv4 FSX FS2004

FOR CUSTOMERS OUTSIDE OF THE UNITED STATES ONLY

Precision Flight Controls Inc. is not responsible for any customs, duties, or taxes levied by your government on the product's shipment TO or its return FROM the PFC. All payment transactions will be in United States dollars.

BY SENDING YOUR PRODUCT TO PFC YOU AGREE TO THE TERMS AND CONDITIONS OF THE RETURN MERCHANDISE AUTHORIZATION

 DATE

 SIGNATURE