



## Return Merchandise Authorization

### 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](mailto: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 much 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 \$50 for components, \$150 for desktop systems and \$250 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.



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  FSX

**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 PROCEDURES STATED BELOW**

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE



### What is 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 is 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](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, 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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