



VAN'S AIRCRAFT
TOTAL PERFORMANCE

14401 Keil Road NE, Aurora, Oregon, USA 97002
PHONE 503-678-6545 • FAX 503-678-6560
www.vansaircraft.com • info@vansaircraft.com

MERCHANDISE RETURN POLICY

IN CASE OF SHIPPING DAMAGE OR SHORTAGES, CALL VAN'S IMMEDIATELY

Warranty:

All items not manufactured by Van's Aircraft are warranted by their specific manufacturer. Return defective items to the manufacturer, not to Van's Aircraft.

Return Eligibility

You must obtain a return authorization before returning any items.

Send an email to returns@vansaircraft.com to request authorization. Items returned without prior authorization will not be refunded or credited, and will only be returned if the original sender pays the return shipping. Otherwise, the unauthorized items will be discarded without compensation.

- Returns accepted from original purchaser only.
- Any item returned must be a product Van's Aircraft currently sells.
- No return of parts that were shipped in an RV kit.
- No returns on construction documents, books, CD or DVD's.
- No returns or refunds will be allowed on opened software.
- No returns on special order or custom manufactured components.
- Items may be returned within 30 days of receipt by the original purchaser only.
- A 25% restocking fee will be charged to cover return costs, unless Van's determines that the circumstances dictate otherwise.
- Return of any RV-12 component (other than for replacement) will render aircraft ineligible for E-LSA licensing.
- No COD returns will be accepted.

Condition of Return Items:

- Returns must be in resaleable condition, packed in original manufacturers' box, complete with documentation/instructions, with all associated components.
- Any damage incurred during return shipment is the responsibility of the customer.

Return Form on reverse side



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MERCHANDISE RETURN FORM

ADDRESS ALL RETURNS TO:

**Van's Aircraft
Attn: RETURNS
14401 Keil Rd NE
Aurora, OR 97002**

Please supply the following information:

RMA NUMBER OR CODE (REQUIRED): _____

Name: _____ Customer Number _____

Original Invoice number: _____

Reason for return:

- ☐ Incorrect item received
- ☐ Defective item (please explain below)
- ☐ Other (please explain below)

Notes:

Action you would like us to take:

- ☐ Refund
- ☐ Credit to my Van's account
- ☐ Credit to Visa/MC/Discover account _____
- ☐ Exchange for:
- ☐ Other

Return Policy on reverse side