



Complete Avionics Pty Ltd

'Home of Situational Awareness'

8-12 Lores Bonney Circuit, Bilinga, QLD 4225 Australia

PH: 61 7 5536 9222, ABN: 27 068 407 643, WEB: www.completeavionics.com

****RETURNS POLICY****

In the event of any issues necessitating the return of a product, such as receipt of an incorrect or defective item from Complete Avionics, the company will cover the return shipping costs. To commence this process, please contact us at sales@completeavionics.com for authorization and shipping instructions. It is important to note that express or expedited return shipping expenses will not be reimbursed unless pre-approved.

Prior authorization from Complete Avionics is required for all returns. Please contact us at sales@completeavionics.com to request authorization for the return of goods. Upon approval of your request, our team will issue a return authorization number. This number must be prominently displayed on the exterior of the package or included in the package before returning the goods.

The customer is responsible for all expenses associated with return shipping. Additionally, any additional taxes or duties incurred as a result of the return are also the customer's responsibility. Refunds for items purchased and shipped under free shipping promotions or deals will be issued after deducting the original shipping costs. **A restocking fee of 15% applies to all returned stock items. Returns will not be accepted beyond 30 days from the shipment date.** All sales of special orders and clearance items are final.

Refunds will be processed using the original method of payment. Cash purchases will be refunded via check, while credit card refunds will be credited back to the same card used for the initial purchase. **The Return Policy of Complete Avionics applies exclusively to NEW equipment that remains unopened and in its original packaging.** Once equipment has been used or removed from its packaging, it is considered Used and is no longer eligible for return.

****EXCHANGES POLICY****

For defective or faulty NEW items, Complete Avionics will either repair or replace items according to the manufacturer's warranty within 30 days of purchase. Replacements may be subject to a lead time based on manufacturer availability. In such cases, we will coordinate with you and provide updates. Defective products covered under warranty must be returned at the customer's expense before replacement items are shipped. Complete Avionics will cover the shipping charges for exchange items, while any express or expedited shipping charges are the responsibility of the customer.



Complete Avionics Pty Ltd

'Home of Situational Awareness'

8-12 Lores Bonney Circuit, Bilinga, QLD 4225 Australia

PH: 61 7 5536 9222, ABN: 27 068 407 643, WEB: www.completeavionics.com

****AS REMOVED, REMOVED SERVICEABLE, REPAIRED, SERVICEABLE AND OVERHAULED EQUIPMENT SALE POLICY****

Items categorized as As Removed, Removed Serviceable, Repaired, Serviceable, or Overhauled (non-"NEW" items) are not eligible for refunds. Complete Avionics' Return Policy applies exclusively to NEW equipment.

Complete Avionics offers a Limited Warranty for As Removed, Removed Serviceable, Repaired, Serviceable, and Overhauled equipment for 30 days from the shipment date. Prior to authorizing a refund or replacement, the equipment must be inspected and the fault confirmed by Complete Avionics. We reserve the right to replace or refund the defective item. If no fault is found, the customer is responsible for shipping costs to and from Complete Avionics, including any applicable duties and taxes.

****AVIONICS PRODUCTS OTC (Over the Counter) SALES POLICY****

IMPORTANT: Certain products available for sale may require installation by appropriately qualified personnel in accordance with Australian Civil Aviation law. It is the customer's responsibility to conduct due diligence and understand these requirements.

Before purchasing any avionics products, whether over the counter or online at Complete Avionics, it is the customer's responsibility to ensure that the product is suitable and compatible for their intended application and/or aircraft. Complete Avionics recommends that customers thoroughly review all installation and operation documentation to understand the necessary steps for integrating the offered products. Any advice provided by Complete Avionics is general and may not consider the customer's specific situation or application.