



## Returns within the statutory cooling-off period

FlightsimWebshop abides the statutory cooling-off period of 14 days.

This means that you must notify us within 14 days after receipt of your product(s)\* that you want to return your product(s). After this, you have 14 days to return your product(s) and we must refund the products in 14 days.

FlightsimWebshop does not refund any costs for returning the product(s), except in case of defective products and if agreed with our customer service.

We will issue a credit once we have received and checked your returned product(s).

## Return Instructions

It is important to know that, when you return a product, we expect you to handle it with care and that we receive an undamaged product without any traces of use. This also applies to any accessories and the original packaging.

Of course, we understand that you may have to remove seals or open plastic bags.

When a product is returned damaged or incomplete, we reserve the right to apply a depreciation of up to 30%, with a minimum van € 11,25 / £ 10,00 / \$ 13,00.

Send your product well packaged, with sufficient postage and including this form standard withdrawal form (see next page) to:

### Within the EU

**FlightsimWebshop**  
Retourzendingen  
Madeliefje 23  
6721 RV Bennekom  
The Netherlands

### Within the UK

**PJW - EZI RETURNS - Flightsim**  
Unit 10 Watchmoor Trade Centre  
Watchmoor rd  
Camberley  
Surrey  
GU15 3AJ  
UNITED KINGDOM

### Within the US

*Please contact us*

It is also possible to create a return via our online returns portal. It directly gives you the possibility to purchase a return shipping label.

**For EU customers:** <https://www.returnless.com/flightsimwebshop>

**For non-EU customers:** <https://flightsim.ezireturns.com/>

\* The statutory cooling-off period does not apply to downloads or software of which the seals have been broken.



## Standard form for the withdrawal of your order

*Only use this form if you wish to return your order within the statutory 14-day cooling-off period.*

### Customer details

First and last name

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Date

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### Order details

Order number

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Order date

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Delivery date

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### Returned product(s)

Quantity

Product

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### Comments

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### Signature

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