



## RETURN & REFUND POLICY

Thank you for using Thrust Flight for your flight training and rental needs. If you are not entirely satisfied, we're here to help. Please let our managers know if you are dissatisfied for any reason so that we may personally address your concerns.

### **Returns of Physical Items**

You have 10 days to return a physical item from the date it was shipped or picked up from our location. Defective items will be replaced at no charge once we receive and inspect the item at our location. Please contact us for a Return Materials Authorization (RMA) prior to shipping. Items returned for a refund must be in new, resalable condition, and still in the original packaging. If your return qualifies, your purchase amount will be refunded, **less a restocking fee** as described below. You will be responsible for any shipping charges you incur to return items to us.

### **Postponing / Rescheduling Ground / Classroom / Online Training**

You may reschedule a classroom or online training course at no charge if requested more than 10 days before the class start date. Cancellations within 10 days of a class incur a rescheduling fee of \$100. You are allowed up to 2 reschedules of a class reservation and all must be within 6 months of the originally scheduled class date. If the published course fee for the rescheduled course is different than the original fee, you are responsible for any increase or will be refunded any decrease. If the third date does not work for you, the reservation will be canceled, and your deposit will be refunded in accordance with the Cancellation section below.

### **Cancellation of Ground / Classroom / Online Training Reservations**

If you wish to cancel a reservation for one of our classroom or online courses, we will provide a full refund, **less a restocking fee** as described below, up until the day your class is scheduled to start. **The Ground/Academic portion of a course is not refundable once the class begins.** Alternatively, you may reschedule using the Postponing/Rescheduling process described above; however, you will not be eligible for a refund or cancellation. If you paid a course fee that includes flight time, you may request a refund of any unused flight time credit in accordance with the Account Balance refund policy below.

### **Account Balance Refunds**

If you carry a credit (prepaid) balance on your account, you may request a refund of that amount at any time. **Refunds of account balances are subject to a restocking fee** as described below.

### **Restocking Fee**

Unfortunately, we incur various costs for credit card processing fees, bank fees, commissions, clerical and accounting time, materials handling, shipping, etc. when we initiate transactions that ultimately are canceled or not completed. We also incur costs and lost revenue for tying up resources that would otherwise be deployed for other uses or customers. These costs make it necessary for us to charge a 15% restocking fee on any refunds requested after the day of the original purchase or deposit. There is no restocking fee for same business day refunds.

### **Refund Payments**

Refunds requested on the same business day as the original purchase will be refunded by voiding a credit card transaction or returning your original cash or check. These refunds are not subject to a restocking fee. Refunds after the same business day, or those originally paid by wire transfer, will be issued a company check net of the restocking fee within 5 business days of the approved request for refund.

Contact Us if you have any questions on how to return an item or to request an account refund.

*This Return & Refund Policy is subject to change at any time without notice at the sole discretion of Thrust Flight. The most current policy is available at <http://docs.thrustflight.com/refund-policy.pdf>*