



Return Merchandise Authorization Form (RMA)

Instant repairs:

We are open for walk-ins, and will do our best to complete the repair while you wait for it. Please check our opening times, but feel free to drop by any other time, we may be around anyway. Call first if you want to make sure.

Sending repairs:

When sending us your vario, make sure you send it to the correct address. We reserve the right to pass postal charges for incorrectly or insufficiently addressed packages on to you.

The correct shipping address is:

COMPASS Srl
Via San Pio X 224
31033 - CASTELFRANCO VENETO (TV)
ITALY

Always include your return address, email address and phone number. Also include a short error description. If you think the repair falls under warranty, include a copy of the original purchase invoice or receipt.

Customs declaration:

When sending us a vario from outside of Italy, declare it for customs as “defective flight electronics, for repair by Italian manufacturer”, with a total shipment value (including postage!) of less than EUR/€ 30. We reserve the right to pass custom charges for incorrectly declared shipment value on to you.

Initial analysis and estimate:

Every vario we receive undergoes a thorough initial analysis. The cost for this is EUR/€ 35 for all our range of devices, Bepeer excluded. If the inspection shows a defect that was not mentioned by you, or if you asked for a cost estimate, we will then contact you to give you an estimate for the repair work. This estimate may be exceeded by the final invoice by up to 10%. If at any time during the repair we find that the final cost may exceed the estimate by more than 10%, we will contact you again.

Payment and shipping back:

Italy

Once the repair and all the tests are completed, we will mail the vario back to you with TNT Traco, invoice included.

Rest of the world

Once the repair and all the tests are completed, you will receive an invoice for the work actually done, plus shipping costs. We then ship as soon as we receive payment. Payment options are bank transfer, credit cards and PayPal (5% fee).

Taxes and fees

Customers outside EU receive invoices without any VAT charges. Depending on your country’s VAT rules, VAT may be collected by your postal service upon delivery. Sometimes, the invoice for that comes from your national custom office, but it is not a custom fee. The custom rate for flight electronics is 0% in nearly all cases.

(Please fill in uppercase)

DEVICE MODEL:..... Serial Number.....

NAME & SURNAME:.....

ADDRESS:

EMAIL:.....

PHONE:.....

FAILURE ANALYSIS / DAMAGE (in brief):

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