

North Country Aviation, Inc. Shipping & Returns Policy

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Shipping:

Please allow two to three weeks for delivery. We ship using United States Postal Service or UPS Ground to addresses located within the US including Alaska and Hawaii. We do not ship orders outside the United States.

Shipping and Handling Charges:

Item Ordered	Standard Delivery
DVD or ScreenSaver	\$4.95
Prints	Included in Price!

Returns & Refunds:

We do hope that you have enjoyed your online shopping experience and sincerely appreciate your business with North Country Aviation, Inc. In order to keep our prices consistently competitive and maintain the high standards set forth, we have a limited return policy unless the item is damaged or defective. Certain items are not eligible for return such as DVD's and ScreenSavers.

Prior to your online purchase, feel free to call and speak with us about any of our products. This will help eliminate unnecessary returns and fees and ensure that you, as our valued customer, receive the proper item.

If you wish to request a refund for an un-received order, [you will need to print and complete the Un-received Form](#) and send it to us at the address/contact info listed above.

For Replacement of Damaged or Defective Merchandise:

- If you receive an item that is defective or damaged, you must contact us within 15 days of delivery to receive your replacement item. Refunds will not be issued for defective merchandise.
- At this time, we are unable to offer refunds on initial shipping charges. However, if a replacement is warranted, we will pay the shipping costs for your replacement.

- **You must obtain a return merchandise authorization (RMA) number** by contacting us at the address/contact info listed above. Should you call outside of normal business hours (M-F 10am - 6pm EST), please leave a detailed message regarding the return including your name, telephone number, and order number.
- Package your item(s) securely and ship the item to North Country Aviation, Inc. with the RMA number listed on the shipping label.
- Upon receipt of the returned merchandise, we will inspect the item and send you a replacement.

For Return of Non-Defective Merchandise:

- If you receive an item that does not meet your satisfaction, you must contact us within 15 days of delivery to request return authorization.
- All eligible returns of non-defective merchandise are subject to a 30% restocking fee, and the item must be in re-sellable condition.
- If the product is eligible for return, you will be issued a return merchandise authorization (RMA) number. This must be clearly labeled on the outside of your returned package. We will not accept any returns without an RMA number.
- It is the customer's responsibility to return the item to North Country Aviation, Inc. packaged securely and insured to protect against shipping damage.
- Upon receipt and inspection of your returned item(s), we will issue a Store Credit for the purchased product(s) less a 20% restocking fee. Shipping costs will not be refunded.
- Please note, it may take 7-10 business days for the credit to appear on your billing statement.

Canceling Online Orders:

If you wish to cancel your order, you must do so within 24 hours of placing the order. There is a \$5 fee for all cancelled orders, and orders that have already shipped cannot be cancelled.