

Terms and Conditions

*of making a purchase of a FlitePal Ltd. product
from the FlitePal Ltd. official website or any distributor,
listed on the FlitePal Ltd. website*

NO LIABILITY

FlitePal Ltd. makes no warranty – express or implied – as to the merchantability of any product or its fitness for a particular application. FlitePal Ltd. shall not and cannot be held liable or responsible for financial loss or damage to equipment arising from the use or inability to use a particular product. FlitePal Ltd. is not responsible for any incidental or consequential damages arising from breach of warranty, misuse, or neglect of issued products. Products sold by FlitePal Ltd. may be banned in certain countries and territories. It is up to the purchaser of any product(s) sold by FlitePal Ltd., to determine if their import and/or use of such products is/are allowed in the geographic area intended for use and shipment. Products will only function properly and last the expected lifetime if used in the climate and atmosphere conducive to such use. For example, products used in warm environments, wet or moist environments and/or environments without proper air circulation and ventilation will most certainly cause premature failure of such products. Component products improperly installed, modified or used with incompatible products will also fail to work prior to their expected useful product life.

APPLICABLE LAW

By visiting and/or making a purchase from FlitePal Ltd.'s web store, you agree that the laws of Bulgaria, without regard to principles of conflict laws, will govern these terms and conditions, or any dispute of any sort that might come between FlitePal Ltd. and you, or its business partners and associates.

DISPUTES

Any dispute related in any way to your visit to this website or to products you purchase from us shall be arbitrated by Bulgarian court and you consent to exclusive jurisdiction and venue of such courts.

SHIPMENTS

Orders usually dispatch within two working days of making an order, but no later than 5 working days. Any bank holiday in Bulgaria is considered a non-working day. You may be contacted for address verification.

A tracking number is provided for all orders. Our shipping provider is Bulgarian Post, unless stated otherwise. Delivery times* as follows:

- Shipping to a country in Europe - 5 to 10 calendar days
- Shipping to the rest of the world - 10 to 20 calendar days

** Be advised that delivery is not guaranteed within the period specified. Delivery is subject to disruption due to Covid-19 pandemic. Delivery times are provided for reference only.*

If any import taxes or charges apply, they are due to be covered by the buyer.

If lead time applies to a particular product, it should be added to the standard dispatch time. Lead time is announced on the product page where applicable.

WARRANTY

Product warranty is 2 years from the date delivered unless stated otherwise on the individual product listing. Warranty void if:

- Product is disassembled
- Product is misused
- Product is subjected to conditions it was not designed for
- The instructions and guidelines in the product datasheet are not followed
- Mechanical failure or part damage occurs due to excessive force applied to the threaded bushing

RETURNS

Defective or damaged products will be exchanged within the warranty period at no cost to the buyer. A refund will be considered if the defective or damaged product cannot be exchanged.

If an item is damaged in transit, please notify us within 24 hours of receiving the package.

Any problem with an item must be reported within the warranty period.

Shipping for warranty claims is paid by FlitePal Ltd., however, only national post is used, which might extend shipping time.

Returns for refund are accepted within the first 14 days after order is received unless stated otherwise on the individual product listing.

The customer is responsible for shipping cost when returning an item for a refund. Only items returned will be refunded.

The refund will be issued after the item(s) are delivered to us and have been inspected.

Some items may be sold at a price that includes shipping. All shipping costs are non-refundable.

When PayPal is used for payment, the PayPal transaction fee is included in the product price. The PayPal transaction fee is non-refundable.

PRODUCT PURCHASE AND USAGE

By purchasing and using a FlitePal Ltd. sold product the buyer agrees that he/she has full understanding of the information, guidelines and instructions in the product datasheet. Also, the buyer agrees to strictly follow the product datasheet when using the product. The product datasheet is only provided

as a downloadable PDF file. Printed version can be included in the product shipment only on the buyer's special request.

LANGUAGE

The buyer agrees that all product documentation and datasheets is supplied only in English language, and that all required communication with FlitePal Ltd. will be handled in English language only.

CHANGES TO DOCUMENTATION

Terms and Conditions, product datasheet and other documents if applicable are subject to change without prior notice.

