



## SHIPPING & RETURNS

### RETURNS POLICY (FOR NEW ITEMS)

Please email your order #, all relevant info and pictures to [fpv@yycdrones.ca](mailto:fpv@yycdrones.ca). Please allow a minimum of 2 business days for a response.

You may return most new, unopened items within 15 days of the purchase date.

You should expect to receive your refund 2-15 business days after your package has been delivered back to us (depending on credit card processing times if applicable). Refund will be provided in the same form as original payment. Items must be sealed in their original packaging. **A processing fee of 3% will be deducted from the refund total.** A restocking fee of 15% may also be applied. We do not cover the cost of return shipping. We suggest to ship returns via tracked package, insured for complete value of items inside. YYC Drones is not responsible to refund lost or damaged items. **We do not refund items with electrical components.**

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### RETURNS POLICY (FOR DEFECTIVE ITEMS)

Defective items must be determined by the manufacturer as defective in order to process a return / refund. Therefore, **please email your order #, with pictures and video of the defective item to the manufacturer** of your defective item (we can provide their contact information if required). Please allow a minimum of 2 business days for a response.

Returns for defective products must take place within 7 days of the purchase date. If a return is required for a defective item, instructions will be provided via email. We do not cover the cost of return shipping. You should expect to receive your refund once the item is returned (if applicable) and determined to be defective (approx 15 business days depending on credit card processing times if applicable). **Credit card processing fees of 3% (if applicable) from the original order will be deducted from the refund total.**

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## SHIPPING

We ship Canada-wide, with a variety of couriers.

When you place an order, we will estimate shipping and delivery dates for you based on the availability of your items and the shipping options you choose. **All delivery dates are estimated** and exclude weekends. Please understand, once an item has shipped the delivery time is out of our control. If your order is urgent, please email us prior to placing your order and we can provide a quote for overnight or next day shipping. Please ensure a secure location / address for delivery. YYC Drones is not responsible for stolen packages.