



Warranty / Customer Service Support

All warranty claims shall be sent to warranty@flyingcolourscorp.com for evaluation by the warranty department.

A completed warranty form is required for each claim. Please review the warranty claim procedure below.

Mr. Steve Shields
Warranty/Customer Service Manager
E-mail: sshields@flyingcolourscorp.com

Mrs. Claudette Grenier
Warranty/Customer Service Administrator
E-mail: cgrenier@flyingcolourscorp.com

901 Airport Road
Building 120
Peterborough, Ontario
K9J 0E7
Ph: (705) 742-4688 Ext. 228
Fax: (705) 742-8861

The following personnel are also available to support the interior and exterior completion, during and after the expiration of the warranty:



Mr. Glenn Williams

Director of Maintenance
901 Airport Road, Building 120
Peterborough, Ontario
K9J 0E7
Ph: (705) 742-4688 Ext. 249
Fax: (705) 742-8861
E-mail: gwilliams@flyingcolourscorp.com

Mr. Eric Gillespie

Executive Vice President, Sales & Marketing
901 Airport Road, Building 120
Peterborough, Ontario
K9J 0E7
Ph: (705) 742-4688 Ext. 240
Fax: (705) 742-8861
E-mail: egillespie@flyingcolourscorp.com

Mr. Sean Gillespie

Executive Vice President, Sales & Marketing
901 Airport Road, Building 120
Peterborough, Ontario
K9J 0E7
Ph: (705) 742-4688 Ext. 253
Fax: (705) 742-8861
E-mail: sgillespie@flyingcolourscorp.com

Mr. Tony Barrett

Vice President, Completions & Modifications
901 Airport Road, Building 120
Peterborough, Ontario
K9J 0E7
Ph: (705) 742-4688 Ext. 231
Fax: (705) 742-8861
E-mail: tbarrett@flyingcolourscorp.com





Warranty Statement

Flying Colours Corp. warrants its paint and interior installations, non-inclusive of vendor supplied components. (Reference vendor supplied component warranty information listed in the delivery document), to be free from defects on material and workmanship under normal use for two (2) years. All other vendor related components installed by Flying Colours will fall under this two (2) year warranty. Flying Colours will repair any paint or interior defect that may breach this warranty and which is returned to Flying Colours or at a facility approved by both parties. This warranty is the only express warranty made, and there are no other expressed warranties except as made herein.

This warranty shall not apply to any installation, which in the judgment of Flying Colours has been repaired or in any way altered so as to adversely affect its performance or reliability, or which has been subject to misuse, negligence or accident. This warranty does not extend to the customer furnished parts or equipment.

Noted Exclusions:

The following are excluded from the aircraft warranty process and may be factors that may void a warranty claim. These items are presented as general statements to the customer and will be assessed by Flying Colours personnel on a case by case basis to determine if they have interfered with the warranty process.

1. Standard wear and tear of the interior and exterior that is common with consistent use during the warranty period.
2. Smoking in the aircraft can affect the interior warranty of the aircraft and may void warranty repairs if the repair is a result of the smoke.
3. Any repairs within the warranty period that are caused as a direct result of extreme temperature changes or other environmental causes.
4. Installation of post-delivery items in the aircraft by the customer.
5. Modifications to Flying Colours installed items by the customer for optional or any other reason.

Warranty Claim Procedure

NOTE:

FLYING COLOURS CORP WILL NOT HONOUR ANY WARRANTY CLAIM WITHOUT ANY PRIOR WRITTEN AUTHORIZATION AND APPROVAL AND COMPLETION OF A WARRANTY CLAIM FORM.

The following is the step-by-step procedure to initiate a warranty claim:

1. Customer contacts FCC Warranty Department via e-mail and submits Form F-SM-007. This is required to be considered for any warranty claim. FCC is not responsible for, nor will cover any warranty claims without advanced notice and written authorization to complete the work.
2. The Warranty/Customer Service Department assigns the warranty claim number for tracking purposes.
3. Warranty department conducts review, and communicates with the customers and vendors. If it is determined that the problem qualifies as a warranty claim, the Warranty department advises customer to proceed as requested. The form is stamped "Approved", dated and signed by the Warranty / Customer Service Manager.



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4. Warranty/Customer Service department returns the completed and approved Warranty claim to the customer.
5. Warranty / Customer Service department administers the warranty claim, ensuring proper parts, materials, documentation etc. is provided to the customer.
6. Any parts that are required are processed only when a No Charge – Warranty PO is received from the customer. The customer must also indicate on this PO the type of certification required.
7. If labour hours are agreed to be paid to the customer for the completion of the warranty claim, the customer is required to submit an invoice, referencing the warranty claim number and description.
8. Any parts that are to be returned to FCC must be returned within 20 days, accompanied by A Materials Return Authorization, form F-SM-006.
9. Warranty claims that are declined are stamped “Declined”, dated and stamped. These forms are returned to the customer with an explanation as to why they were declined.
10. Flying Colours Corp is not responsible for freight charges on replacement or exchange warranty parts.

NOTE:

FLYING COLOURS CORP WILL HONOUR A MAXIMUM 2.0 HOURS FOR SYSTEMS TROUBLESHOOTING ADDITIONAL TROUBLESHOOTING TIME REQUIRES WRITTEN AUTHORIZATION FROM THE WARRANTY DEPARTMENT.