

## Returns and Refunds Policy

Effective Date: August 24, 2024

**Note:** This Return and Refund Policy applies exclusively to purchases made through The FlyingBroker online shop (In short: **The FlyingBroker Shop**).

It does not apply to any services related to jet charter or other non-product-based services.

Thank you for shopping at The FlyingBroker Corp. If you are not entirely satisfied with your purchase, we're here to help.

### General Return Eligibility

Our products can be returned within 14 days of the original purchase date. To be eligible for a return, please ensure that:

- The product was purchased within the last 14 days.
- The product is in its original, unused, and undamaged condition.
- The product is in its original packaging.
- The product is not a customized item (see details below).
- The product is not a consumable item (see details below).
- You have the receipt or proof of purchase.
- You obtained a Return Merchandise Number (RMN) from us.

**Note:** Products that do not meet these criteria will not be eligible for a return.

### Jewelry items

To ensure a smooth return process, please adhere to the following guidelines:

1. **Include All Original Documentation:** When returning any jewelry item, you must also return all original documentation, including IGI and/or GIA certificates.
2. **Inspection for Authenticity and Condition:** Upon receiving the returned jewelry, our Graduate Gemologist will inspect the item to verify its authenticity and unused condition. This process is typically completed within two weeks.
3. **Issuance of Jewelry Credit Memo and Refund:** Once the item's authenticity and unused condition are confirmed, we will issue a Jewelry Credit Memo, and the refund will be processed and released within two weeks from the date of receipt.
4. **Condition of Returned Items:** Returns or refunds will not be accepted for items that have been used, damaged due to improper handling, or show signs of wear. In such cases, the item will be returned back to the customer at their expense, and no refund will be issued.

### Luxury Watches

To ensure a smooth return process, please adhere to the following guidelines:

1. **Include All Original Documentation:** When returning any luxury watch, you must also return all original documentation, including any certificates, manuals, and packaging.
2. **Inspection for Authenticity and Condition:** Upon receiving the returned watch, our certified Horologist will inspect the item to verify its authenticity and unused condition. This process is typically completed within two weeks.

3. **Issuance of Jewelry Credit Memo and Refund:** Once the watch's authenticity and unused condition are confirmed, we will issue a Watch Credit Memo, and the refund will be processed and released within two weeks from the date of receipt.
4. **Condition of Returned Items:** Returns or refunds will not be accepted for watches that have been used, damaged due to improper handling, or show signs of wear. In such cases, the watch will be returned to the customer at their expense, and no refund will be issued.

## How to Obtain a Return Merchandise Number (RMN)

To initiate a return, please contact us to obtain an RMN:

- **By Email:** [contact@the-flyingbroker.com](mailto:contact@the-flyingbroker.com)
- **On Our Website:** <https://www.the-flyingbroker.com/contact-us>

After receiving your RMN, return the product in its original packaging, along with the receipt or proof of purchase and the RMN, to the address provided by us.

## Shipping Charges

- Shipping charges incurred during the return process are non-refundable.
- You are responsible for paying the shipping costs and for the risk of loss or damage to the product during shipping to and from The FlyingBroker.

## Damaged Items

If you received a damaged product, please notify us immediately for assistance.

## Customized Items

We do not accept returns or offer refunds for customized items, which include products made to order, with custom colors, in-prints, or specific customer instructions. If you are unsatisfied with a customized item, please contact us, and we will work to find a solution if applicable.

## Consumable Items

Returns and refunds for consumable items are only accepted if the product's container or box remains unopened and the product is unused. The original and sealed packaging must be included. Examples of consumable items include liquid products, UV resins, consumable rubbers, and items that change properties after opening.

## Sale Items

Sale items are eligible for a refund.

## Digital Products

We do not issue refunds for digital products once the order is confirmed and the product has been sent. If you experience any issues receiving or downloading our products, please contact us for assistance.

## Clothing Items

We do not accept returns on clothing items that have been worn, damaged, or show signs of wear, such as perfume or other odors.

## Grocery Items

We do not accept returns on grocery items, even if the packaging is unopened, due to hygiene, health, and safety reasons related to storage regulations and product durability.

## Refunds Due to Extended Shipping Times

Since many of our items are produced and shipped directly from manufacturers worldwide, processing and shipping times may be extended. We do not offer refunds for items where processing and shipping take up to 45 consecutive days from the order date. This period begins from the day your order is placed and we receive the full payment, including taxes and any additional fees.

## Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

- **By Email:** [contact@the-flyingbroker.com](mailto:contact@the-flyingbroker.com)
- **On Our Website:** <https://www.the-flyingbroker.com/contact-us>