

ONLINE STORE POLICIES

Returns

We offer a 15-day return policy. Unopened boxes returned to us within 15 days of your purchase will receive a full refund. Opened and flown products can be returned within 15 days of your purchase only if it is in its original condition (as solely determined by us). The return of opened boxes will incur a 20% restocking fee that will be deducted from your refund.

For a returned product to be in its original condition, there will be no scratches, marks, or blemishes on, or damage to, the product, and there have not been any alterations made to the product. Products must be returned in its original packaging and include the original documentation.

Please do not send any products purchased from us back to the manufacturer.

Before returning a product, contact Customer Service to obtain a return authorization number. The products should be shipped to:

Fortress UAV
2211 10th Street, Suite 100
Plano, TX 75074

You will be responsible for paying the shipping costs for returning your products. Please note that lithium ion batteries cannot be shipped by air, so we recommend that all products containing such batteries be returned via ground transportation.

Refunds

Your returned product will be promptly inspected by us and we will send you the inspection results by email. If we approve your product for return, your refund will then be processed, and a credit automatically applied to your credit card or original method of payment. Your refund may take up to four weeks to be received. Should your product not be approved for return, you will not receive a refund and the product will be returned to you.

Sale Items

Only regular priced products may be returned for a refund. Any sale items or refurbished products cannot be returned.

Exchanges

We only replace products (including sale items and refurbished products) if they are defective, damaged, or if you received the incorrect item(s). Please contact Customer Service no later than five business day after you have received the product so that we can make the necessary corrections and provide you with shipping instructions. Customer Service can be reached via e-mail at customerservice@fortressuav.com or by calling 888-851-2184.

Damaged Boxes

If there is extensive damage to the box, please refuse delivery of the box and immediately contact our Customer Service group.

Refusal of Delivery or Incorrect Shipping Address Provided

If a package we send is refused for delivery for any reason other than damage to the box, or if you provided us with an incorrect shipping address when you originally purchased the product, we will incur additional shipping costs when the product is returned to us by the shipper. Once we receive the product, we will attempt to contact you to resolve the situation. If we are unable to contact you after a reasonable effort, we will refund your original purchase price, less the shipping charges we have incurred from the return of the product to us. If you request the re-shipment of the product to a different address, we agree to first pay us both the cost of the return shipping charges and our cost of resending the product to the different address.