
Purchase Policy

1. Every order must be paid before the production.
2. We send the suits only with TNT within the United States and the European Union. Where the company does not deliver goods, we use EMS service.
3. We count the production time only from the valid moment of payment.
4. All costs of the shipment is chargeable to the customer excluding special cases when we agreed differently. The price of the postal service is not refundable.
5. The fee of rush order has to be paid together with the price of the suit and is also not refundable.
6. Gifts and vouchers are not re-exchangeable.
7. We cannot take back suits that were already used for jumping.
8. Only that person is responsible for any mistakes with the measurements who took the measurements. We do not provide warranty regarding such mistakes.
9. Any manufacturing failure is always repaired free of charge.
10. Any repairment of warranty is done free of charge within 30 days from the delivery of the suit to the customer.
11. Warranty of colours :
We would like to kindly inform you that the colours you can see on the website can be unlike in reality due to the screen settings that your computer uses. That is why we cannot provide any warranty to the shade of the colours. There are differences in colours among the types of the materials. So even the same named colour does not always match the other material.
Some of the fabrics can lose its colour, which is actually very rare, and we always give proper information about it to our customers.
Only the customer is responsible for using the proper cleaning method for the suits, so Intrudair cannot be responsible for any colour fading issues.
12. Skydiving suits were developed for skydiving only so we can not be responsible for using them in wind tunnels. If the suit is also worn in wind tunnels, it loses all warranty we provide.
13. Any special request which is not included in the basic accessories of the suit is always paid by the customer.
14. The customer has the right to change any details of the order within 5 working days. If the production has already started, we charge you for any modification on the ordered suit.
16. Extra embroidery: Any extra request has to be given to the customer service only in the accurate way. The customer should give the location, the logo and colour in pdf or jpeg. The extra embroidery will be confirmed with the last updated information, so we provide warranty if the embroidery is different from the confirmation.
If the customer wants us to design the embroidery, 10 euros + VAT / working hours must be paid.
17. If the customer hires us to produce a uniquely designed suit, the customer has to pay the extra additional charge of designing and sewing. The price of the suit depends on its complexity. (If the customer wants us to design the embroidery, 10 euros + VAT / working hours must be paid.)
18. The waiting time is only an estimated time, so it can be longer or shorter depending on how manufacturing.
19. Every suit has to be dry-cleaned before sending us back to repair. We clean dirty suits for 15 euros of charge.