

Terms of repairment!

We do not take any financial responsibility for those customers, who send back their suit for alterations without previous and official arrangement with Intrudair. Those clients who are sending back their suit without any permission outside of European Union have to pay the extra duty tax brokerage fee 150 euro.

Warranty repairment of free of charge:

By any mistake of the factory we repair the suit without any additional cost, and also Intrudair company arranges the delivery back to the factory.

We do not provide warranty to those basic freely suits, which are used at the windtunnel.

We do not provide warranty to any additional customer's pretension like material, and extra options modifications.

We do not provide warranty to those items, which were repaired by local professionals.

We do not provide warranty to color chromatism. Our customer service is always informing in advance about shade differences between each materials we are going to use for Your ordered suit, and if You feel necessary Intrudair is going to send You a material sample via post.

We do not provide warranty to any products which were washed not followed instructions by the garment label. Any skydiving suit can be cleaned with a safer program (maximum 40 degree warm water) in a normal washing machine together with color catcher sheets in case Your suit has at least two different colours like black and white parts.

Intrudair company does not refund with money repayment, only by reproducing a new suit according the client's claim according to the same value of previous order.

1. Please send an email to office@intrudair.hu with the following subject: repairment of (Your project number) (country where You are from) Write about Your problems with Your order, and attach some full body photo front and backside in high resolution when You are wearing Your Intrudair suit. Also please take close pictures of the problematic parts. The office is going to write You back within 48 hours.
2. Intrudair company is going to ask You to remeasure Yourself, what results You have to send to the factory. Otherwise Intrudair company does not give You a permission to send back the suit for modification.
3. Please write Your any other further suggestions how we can repair Your suit to You.
4. After Intrudair's official admission specified with all the informations of the estimated warranty expense You can send back the suit, strictly by following all the instructions of the office. (Those countries who are not member of the European Union Intrudair company by itself arrange import shipment with TNT parcel service! In case You send back Your suit without previous permission of the office we have to charge You with 150 euro extra custom's administration cost which will be added to the cost of repairment)

5. In case You have mismeasured Yourself or having any additional request by adjusting Your Intrudair suit, the company are going to charge You with 10 EUR+ VAT / hour repairment cost. In this case You have to send Your suit back to the factory on Your own charge Intrudair company can predict 80% cost of the repairment, so Intrudair reserves the right to change price of the work, depend on the hours it has to take to adjust for the client.

By sending back Your suit You automatically accepted all our terms of the repairment.