

LOCK YOUR LUGGAGE WITH *Safe Skies* TSA LUGGAGE LOCKS

**SAFE SKIES™
TSA LOCKS**

Enclosed you will find your TSA Luggage Lock(s). Thank you for your order. Safe Skies TSA Luggage Locks solve a very important problem that affects many people. We trust that you will be pleased with your purchase and that it will address your luggage security needs.

**DO NOT DISCARD THIS CARE AND USE SHEET AS IT ANSWERS
IMPORTANT COMMONLY ASKED QUESTIONS**

Prepare for take off!
Order
TSA LOCKS NOW!
Call
1-800-925-1881

1. How do I set the combination on my TSA Lock?

Instructions on how to set your unique combination on your TSA combination lock are enclosed with this package. The instructions are also on the back of the product packaging and are also available directly on the Internet at www.safeskielocks.com/support.html

Please make sure to remember your combination!

2. What do I do if I broke/jammed my TSA Lock?

As a Company, Safe Skies' mission statement is to solve our customers' luggage security needs by building the best TSA Locks on the planet. Safe Skies TSA Luggage Locks are tested three times before they are shipped out to our customers to ensure the highest standards of quality. Any locks showing even a slight potential sign of a problem are rejected before our customers would even encounter them.

With the above in mind, we understand you are having difficulty with your TSA Lock. Do not worry. Safe Skies TSA Locks are covered by a lifetime warranty and hassle free replacement policy. If the lock broke or jammed, we will replace it, no questions asked. Our Company is confident in our products and commits itself to our lifetime warranty and hassle-free replacement policy. That's our policy for the life of the TSA Lock. We will take care of this problem for you.

Send the broken/jammed TSA Lock to:
Safe Skies TSA Luggage Locks

Attn: Replacements

208 East 51st Street – Suite 300

New York, NY 10022

Please note, the replacement process takes 4-6 weeks, although we try our best to get replacement TSA locks to our customers sooner. Please include your email address with your correspondence, as we will alert you via email once your replacement TSA Lock has shipped.

You can email info@safeskielocks.com to follow up on your replacement (only 1 email is necessary). Please be advised that the replacement process may take up to 4-6 weeks time, although often times it may take less time than that. We ask for your patience while we work to replace your TSA Lock.

It is our pleasure to pre-set your TSA Lock to whatever unique combination you would like. Please include the pre-set number (3 numbers for 3 dial locks and TSA Luggage straps and 4 numbers for 4 dial locks) you would like us to pre-set the combination to.

Please note, broken locks are not eligible for refunds.

3. What do I do if airport security accidentally clipped or damaged my TSA Lock?

The United States' Transportation Security Administration and The United Kingdom's Her Majesty's Revenue and Customs are committed to opening baggage secured with Safe Skies TSA Locks without clipping these locks. These government agencies have supported our program strongly from the outset and respect US Patents 7,021,537 and 7,036,728. However, mistakes do happen and we are here to correct them. There is no need for you to worry. Safe Skies TSA Locks are covered by a lifetime warranty and hassle free replacement policy.

Of course, we will replace the TSA Lock with our compliments.

We need as much information from you as possible so that we can alert the proper airport security personnel as quickly as possible.

***Please send us a receipt of purchase for your TSA Lock, a copy of your travel itinerary including airline ticket, the clipped TSA Lock itself, and the TSA Notice of Baggage Inspection.

Also, please give us the following information:

Travelers Name:

Date of Trip:

Airport where luggage was checked in:

Airline and Flight Number:

You can write this information into us at Safe Skies - Attn: Clipped Locks, Suite 504, New York, NY 10022. For quicker responses we encourage you to please email this information along with the address where the replacement TSA Lock should be sent to replacement@safeskielocks.com (only 1 email is necessary and send the clipped TSA Lock and other requested information via the mail).

Please allow 4-6 weeks for the replacement process. If you provide us with your email address, we will email you to inform you when your replacement TSA Lock has been sent out.

It is our pleasure to pre-set your TSA Lock to whatever unique combination you would like. Please include the pre-set number (3 numbers for 3 dial locks and TSA Luggage straps and 4 numbers for 4 dial locks) you would like us to pre-set the combination to.

4. Safe Skies TSA Locks Store Returns Policy

Your complete shopping satisfaction is our number one priority.

We guarantee your complete satisfaction with the products purchased from this website. Safe Skies offers a 30-day return policy (30 days from the date order was placed) on all website purchases. If you wish to return unused merchandise, we will exchange the product or credit your account. Please allow between 1-2 billing cycles for the credit to appear on your Credit Card statement.

Returned merchandise must be in new, resellable condition. Broken or jammed locks are not eligible for return, rather it is our pleasure to replace broken or jammed locks.

Safe Skies TSA Locks accepts no responsibility for returns that were not sent via trackable means. Please send the returned product in new, sellable condition VIA TRACKABLE MEANS (United States Postal Service Delivery Confirmation Service, Federal Express, United Parcel Service, or DHL) to:

Safe Skies TSA Luggage Locks

Attn: Store Returns

208 East 51st Street – Suite 300

New York, NY 10022

When returning products to us, please include the original invoice of sale. The refund process will begin once we receive the item(s). The item(s) must be in the same condition that we shipped it in (i.e. brand new, sellable condition) - items that were used, damaged, and/or worn will not be accepted for refund. Returned merchandise must be in new, resellable condition. Broken or jammed locks are not eligible for return, rather it is our pleasure to replace broken or jammed locks. Please note that original shipping costs are not refunded nor is Safe Skies responsible for return shipping.

After the merchandise has been received in our warehouse, we will issue you a refund to your credit card account. Credit Card companies vary on the time it takes for the credit to show up on your statement. Please allow one to two billing cycles for the refund to appear on your statement.

**Note, these are the terms and conditions of orders placed with
Safe Skies TSA Luggage Locks.**



THE LUGGAGE LOCK FOR THE GLOBAL TRAVELER

The Patented solution to "Can I Lock my Luggage?"

Protected by United States Patent Numbers 7,021,537 and 7,036,728

 HM Revenue
& Customs

www.safeskielocks.com

Accepted and recognized by United States Transportation Security Administration
and United Kingdom's Her Majesty's Revenue and Customs

