



Pilots and Planes (PTY) Ltd – Rand Airport

Pilot Shop Returns Policy

Dear valued customer please take note of our product return policy.

Quick Reference for Customers

This is a summary. In the event of any inconsistency, the Standard Trading Terms and Conditions prevail.

All payments by credit card or cash will attract the credit card cost or bank Cash handling fee to the pilot shop plus any of the charges below as applicable.

How to Return — 3 Steps

1. Apply via e-mail at rand@pilotsnplanes.co.za, quoting the invoice number, description of the product, and reason for the return, and please include a copy of the invoice and the proof of payment (cash receipt, eft, credit card).
 2. Wait for our **written Return correspondence**.
 3. **Unauthorised returns will be refused.**
 4. Ship or deliver the Goods **freight-prepaid (DAP)** to our premises within **14 days of Return Approval**.
 5. Goods must be in original and new condition, with:
 - Original internal and external packaging (in perfect condition)
 - All certification documentation, user manuals and batteries.
 - Company invoice or delivery note
 - Return Approval document
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Return of a Pilot headsets or electronic equipment.

All headsets are tested by the manufacturer for quality purposes before shipping and are safely packaged to be shipped and or transported to our stores.

Should a headset or electronic equipment that is purchased from our stores indicate that there is a technical fault or defect such technical fault or defect shall be reported immediately without any delays via the e-mail above with a full and thorough description in writing of the technical defect or fault.

Headsets and electronic equipment will first be sent for technical evaluation to an avionics company or electronics facility for testing and verification purposes before such a headset or electronic equipment is exchanged or refunded.

The inspection verification period will be for at least 7 days and the pilot shop is not obliged to supply a replacement within this period or to provide a loaner headset or electronic device as a replacement.

We have experienced on several occasions that the fault usually lies with the Aircraft or helicopter microphone jack plugs or intercom systems.

On several occasion it was noted that incorrect microphone jack plugs are used on aircraft that causes errors on certain headsets.

Headsets returned will also be tested on 2 separate aircraft on our side in order to determine whether the problem persists.

Key Rules

Time limit:

Goods may not be returned more than **14 days after the date of received**, unless approved in writing.

Goods that are defective or unsafe can be returned after 14 days of receipt but these goods will first be tested and evaluated by a facility of our choice before any refunds will be delivered.

Handling, Restocking or re-packaging Fee:

A flat **7.5%** of the vat included invoiced price applies.

No fee applies if:

- The return is due to our breach by selling you the wrong product that you did not order.
- There is a manufacturing defect attributable to the supplier.
- A statutory right applies that cannot legally be excluded.

Inspection & Testing:

All returns are first inspected and may be functionally tested by us or appointed parties (including OEMs). **If no fault is found, the Goods will be returned to you at your cost and the original invoice remains payable if unpaid.**

Non-returnable Goods:

The following cannot be returned unless expressly agreed in writing:

- All clothing, socks and uniforms.
- Special-order items.
- Custom-made or cut-to-size goods.
- Customer-specified items.
- Perishable or time-controlled goods.

Description-only Orders:

If items are ordered by description only (e.g. via phone/email) without quoting a manufacturer part number, **the Customer assumes full responsibility for order accuracy.**

Consumer Rights

CPA Sections 55 & 56:

Your right to receive safe, good-quality, and defect-free goods remains fully protected, including the implied **6-month warranty**.

Online Cooling-Off (ECTA Section 44):

Consumers purchasing online may cancel within **7 days of delivery**, except for:

- Made-to-order goods
- Unsealed goods
- Aviation goods , uniforms or parts that cannot be returned for safety or airworthiness reasons

Approved Refunds are processed within **30 days**, less the direct cost (credit card fees and restocking fees) of returning the goods.

Inspect on Delivery

- Customers must inspect goods immediately upon purchase at the store or delivery by Courier Company.
 - Report any internal or external visible damage to the products or shortages on your order immediately but not later than **7 days from receipt**.
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Apply for a Return

Submit your return application via Email: [**rand@pilotsnplanes.co.za**](mailto:rand@pilotsnplanes.co.za)

Include:

- Original invoice number
 - Proof of payment
 - Part number
 - Detailed Reason for return
 - Supporting documentation (including invoice copy)
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