

## **PAYMENTS**

**RED PLANE** accepts payments by cheque, money order or via **PAY PAL** only. Applicable taxes must be added when buy and ship within Canada. All prices are in US dollars. Prices are subject to change without notice.

## **COD ORDERS**

We offer COD (Collect On Delivery) service to established customers in Canada via UPS only. COD service is not available via our world wide web ordering system. Postal money order or certified bank check will be required upon delivery. Cash, personal checks or business checks cannot be accepted as payment for COD orders. New COD customers will be required to either fax a photocopy of the cashier's check in advance or make a credit card deposit payment equal to 20% of the order total before orders are shipped.

## **PERSONAL CHEQUES**

While we attempt to bank-approve personal cheques for immediate shipment, this may not always be possible and we may hold your order for up to 14 business days. To ensure that your order is shipped as quickly as possible, please send a money order, certified check or use your credit card via Pay-Pal. Business cheques are treated as regular personal cheques. Customers, whose cheques are returned to us by bank because of non-sufficient funds, will be charged \$25.00 for handling in addition to the amount of the cheque. If it becomes necessary for us to use an attorney or collection agency, you will be responsible for all collection fees.

## **CREDITS AND BALANCE DUES**

Any credits left on your account with us can be used toward a future order. At your request, we will issue a refund cheque for any outstanding credit on your account generated by an order paid for by cheque or money order. If the order was paid by credit card, we will credit your credit card account. Any credit not redeemed nor refunded within a one-year period will be assessed a service charge fee. Any outstanding balance dues will be applied to your next order. We do not assume any responsibility for bank fees incurred as a result of using a Debit Card for your purchases and/or return credit.

## **BACKORDERS**

We backorder out-of-stock merchandise whenever possible unless you specify that you do not want an item backordered. All backorder merchandise will be shipping in accordance to our standard shipping policies and rates. Backorders shipped to international addresses or via "Express" shipping methods will incur special shipping charges with each shipment. You may cancel your backorders at any time.

## RED PLANE SHIPPING POLICIES

### DOMESTIC SHIPPING GUIDELINES

Standard domestic shipping is ground delivery via UPS. For an extra charge you can also choose from an array of express air delivery like overnight, standard 1-day, 2-day or 3-day service provided by UPS, FedEx and DHL. For expedited delivery please contact us for exact pricing. All shipments are insured.

### INTERNATIONAL SHIPPING GUIDELINES

We ship all over the world. For the purpose of this policy statement, all orders outside of Canada are considered international orders and are subject to the following provisions:

1. All international orders must be submitted by e-mail or fax.
2. Minimum for international order is \$100 USD.
3. Payment of international orders must be in Canadian or U.S. currency.
4. For international orders we do accept credit card payment via Pay-Pal.

## RED PLANE RETURN POLICIES AND PROCEDURES

We appreciate your business and are constantly striving to satisfy our customers. Please observe the following guidelines to assist us in providing you with the best possible support and service.

### GENERAL RETURN GUIDELINES

1. Complete instructions for returning merchandise are provided with your order shipment. Please carefully read those instructions if you need to return an item. Feel free to call our customer service line for questions.
2. We will accept merchandise for return that was purchased from **RED PLANE** directly. **All returns must be authorized by RED PLANE within 7 days of receiving your order, and be returned to RED PLANE within 30 days of the original purchase date. Merchandise must be in new and unused condition and in its original packaging.** *Mounting and running fuel through a model engine, installing radio parts in a model, cutting up balsa sheets in kits, installing software or discarding the packing material are some examples of what constitutes used merchandise.*
3. We do not accept returns via COD or billed to RED PLANE in any way.
4. All returns must have a Return Merchandise Authorization number (RMA)

- No returns of any type will be accepted without an RMA number. Please have all the following information on hand when talking with a customer service representative: customer name, customer number, invoice number, part numbers and information on the nature of the return.
5. All returns need a copy of the original invoice and the RMA number must appear on the shipping label with our company name and address.
  6. All return shipping and insurance charges must be prepaid.
  7. All returns are subject to a 10% restocking charge. This covers our costs to have the product repackaged into clean resalable condition.

## **RETURNS OF DEFECTIVE MERCHANDISE**

A defective item is defined as a newly received item that is inoperable, but has no apparent damage. Procedures for handling this type of return will vary as some manufacturers require direct return to factory. Defective merchandise may be returned as long as it is in new and unused condition. Used, defective merchandise should be returned directly to the manufacturer for warranty repair or replacement. Manufacturer defects found after the product has been used revert to the manufacturer's warranty and manufacturer will handle any problems for you directly.

## **RETURNS OF DAMAGED MERCHANDISE**

**All claims for shipping damages must be made with the carrier within 3 days of receipt.**

Damaged merchandise includes items that have been damaged in shipping. Please refuse shipment of any merchandise that arrives at your door with apparent damage. If you uncover shipping damage after receiving the shipment, please contact us immediately for assistance. Our service representative will guide you through the claim process for a full recovery

## **REFUND**

1. No refund on special order and build-to-order items.
2. All refunds will be made by cheque. There are no exceptions

## **ERRORS AND OMISSIONS**

**RED PLANE** makes every effort to ensure the accuracy of the information published on our Web site. However, the documents and graphics published on this site may contain technical inaccuracies or typographical errors. RED PLANE makes no representations about the suitability of the information and graphics presented on this site. All such documents and graphics are provided "as is"

without warranty of any kind.

If an error is made and a product is listed at an incorrect price, RED PLANE shall maintain the right to refuse or cancel any orders placed at the incorrect price. If the order has been confirmed and charged to your credit card, RED PLANE shall immediately issue a credit in the amount of the incorrect price.