

Pointer Avionics Ltd. Shipping Terms and Conditions

Most shipping options are based on an online estimate and are presented for comparison purposes only. They do not include charges for insurance or additional charges for deliveries to an extended service area. Actual charges may be determined based on exact weight and number of packages shipped from Pointer Avionics Ltd facility. Shipments by air will be charged at the greater of actual or dimensional weight. Some services are not available in all areas and some services do not accept all commodities. Some carriers will charge a fee if the shipping address given is not accurate or correct. Please verify the address you have given is accurate and correct to avoid additional charges. We reserve the right to require a signature at time of delivery. Oversize charges will be assessed at time of shipment. Hazardous items may be shipped in Canada and to the United States and will be assessed an additional hazardous shipping charge for each package containing hazardous materials. This fee, if it applies, will be added to the calculated freight charge. Brokerage fees, duties, taxes, and any other accessorial charges are the responsibility of the recipient. If Pointer Avionics Ltd. is billed these charges on your behalf, you agree to pay Pointer Avionics Ltd at a later date. To economize on the shipping costs, international orders are generally shipped complete unless otherwise advised by the customer. Parcel Post traces are very time consuming and unreliable. We cannot be responsible for shipments made by Parcel Post.

HOLD and SHIP COMPLETE

This shipping option is our standard selection and it tells us to hold your entire order until all items are in stock. You authorize us to charge your credit card for the entire amount of the order to secure those parts for you in advance, even if the order cannot ship the same day due to backordered items. This will allow for all items on your order to ship at one time, but it can also cause indefinite delays in shipment of any items that are in stock.

Form 1 and equivalent 8130 FORMS

These forms are required by aviation authorities in some countries for installation of parts on certificated aircraft. Form 1 forms are available for all products and are the equivalent to an 8130 . ONLY Form 1 forms will be created. We will charge a fee of \$100 USD (subject to change without notice) per order which will be added to your invoice. Form 1 forms cannot be ordered after the parts have shipped, they must be requested at time of order. If you determine Form 1 forms are required after you receive the product, you must return the product to Pointer Avionics Ltd at your expense for Form 1 processing. Please check with your local authorities prior to placing an order for parts for a certificated aircraft to see if the Pointer Avionics Ltd Certificate of Conformance on each invoice is sufficient or if a Form 1 is required.

POINTER AVIONICS CREDIT CARD POLICY

The billing address must match exactly before the order can be processed for shipment. We may, at our discretion, attempt to contact the cardholder by phone to confirm the order. The cardholder's signature may be required at time of delivery. You agree to hold Pointer Avionics Ltd harmless for any costs you incur due to over limit or insufficient funds as assessed by your credit card company or bank.

BACKORDERS

We make every effort to ship orders complete but it is sometimes necessary to backorder an item if we are out of stock. Backordered items are charged on the invoice enclosed with the shipped items. They are noted as backordered and will be shipped as soon as stock is received.

OUR PRICING POLICY

Special quotations on quantity purchases are gladly furnished on request. Our online catalogue pricing is updated daily and should reflect current pricing. Should there be any price discrepancy we will notify you immediately. We will continue to do our best to minimize increases and offer all of our products at the best possible prices. All prices are subject to change without notice.

PRICING UPDATES

Although we update pricing for the online catalogue on a daily basis, occasionally there may be a price discrepancy between the price online and the actual current price. If there is a price discrepancy, that we identify at the time we process the order, we will notify you by email so that you are aware of any changes. While navigating the Online Catalogue you may come across a product that has a \$0.00 price. There may be a variety of reasons for this. The product may no longer be available or it could be a minor computer glitch. Please do not assume that we are giving the product away. Normally if we are offering a product at "No Charge" the price will read "FREE" or "Complimentary" not \$0.00.

RETURNED MERCHANDISE

Merchandise may NOT be returned .

DAMAGED OR SHORTED MERCHANDISE

Open and examine all packages promptly. Notify the Pointer Avionics Ltd Customer Service Department of any discrepancies in the order. If the merchandise is received in damaged condition or the carrier fails to deliver the entire shipment as shown on the Bill of Lading covering motor freight delivery, make note of the damage or shortage on the Bill of Lading and ask the driver to sign it. Then call the terminal office of the carrier and institute a claim for the loss or damage. If a package delivered by UPS arrives damaged, report this to the driver immediately. UPS will issue a report on the damage to Pointer Avionics Ltd at which time a replacement shipment can be made if required.

SPECIAL ORDER ITEMS

Special order items are non-catalogue items and as such are prepaid, non-returnable, and non-cancellable .

PRODUCT WARRANTY

On most products, Pointer Avionics Ltd. warrants for a period of two years from the date of original purchase that its products will be free from defects in material and workmanship. Pointer Avionics Ltd's obligation under this warranty is limited to repair or replacement of the purchased product only, and under no circumstances shall Pointer Avionics Ltd. be liable for any loss, damage, injury, cost of repair or consequential damages of any kind in connection with the sale, use or repair of any product purchased from Pointer Avionics Ltd. Defective merchandise or out of box failure of product is repaired or replaced at Pointer Avionics's option.

PRE-PAID POLICY

All orders will be shipped prepaid. Hazardous materials fees, box charges, insurance, are considered extra.

ORDER PICK UP

If you choose to pick your order up at our facility, you must present your credit card along with photo ID at time of pickup.

PAYMENT OPTIONS

- Option 1:** Full payment by CC online at our web site, payments up to \$10,000
Paid orders will receive a 1st priority sequence, meaning that when product is available, these orders will be filled 1st and shipped in sequence of payment dates
- Option 2:** Wire Transfer. Orders totaling more than \$10,000.00
A \$70 processing fee will apply.