COATESMANS PTY LTD – Terms & Conditions

Thank you for choosing Coatesmans Spearguns. Please carefully review the following terms and conditions, which govern all transactions and orders with us.

ORDER POLICY

Coatesmans spearguns are made to order, with each gun custom-built to meet the customer's specific requirements. The lead time for orders typically ranges from 2 to 6 weeks, depending on the complexity of the build and current workload.

PAYMENT POLICY

- **Bank Transfers:** Payments can be made via SWIFT bank transfer.
- **PayPal Payments:** If a bank transfer is not possible, payment via PayPal is accepted. However, a 10% surcharge will be added to cover the additional fees associated with PayPal transactions.

ORDERING & DEPOSITS

All orders require a **50% non-refundable upfront deposit** to initiate production. The remaining balance must be paid prior to shipping.

SHIPPING POLICY

- **International Shipping:** All international orders are shipped via DHL, with an estimated delivery time of 7–10 business days.
- **Insurance:** All shipments are fully insured up to the invoice value.
- **Customs Clearance:** Any delays caused by customs clearance are beyond our control.

CUSTOMS, TARIFFS, & TAXES

- The recipient is responsible for any customs duties, tariffs, or taxes applied by the destination country. These fees are typically collected at the time of delivery.
- For detailed information on applicable fees, please contact your local customs office.
- Duties and taxes are determined by the customs agency in the destination country based on the declared value of the order.
- Certain countries may restrict the importation of items such as knives and spearguns. Please verify local regulations before placing an order.

Important Note: The invoice value must reflect the actual amount paid. We are unable to undervalue invoices to reduce duties or taxes, as this is subject to customs audits.

RETURNS & EXCHANGES

We stand behind the quality of our products. If you are not satisfied with your purchase, please contact us within 60 days of receipt for assistance.

- **Condition of Returns:** Returned items must be in new, unused condition and include all original packaging.
- **Warranty on Coatesmans Components:** All Coatesmans components are unconditionally guaranteed for 5 years from the date of purchase.
- **Shipping Fees for Returns/Exchanges:** Any shipping fees associated with making or receiving returns or exchanges are the responsibility of the customer and will not be refunded. Coatesmans Pty Ltd is not responsible for shipping fees or lost returns.

REFUND POLICY

- Refunds will be issued for the value of the returned product only (shipping, insurance, and transaction fees are non-refundable).
- Refunds will be processed to your original payment method or bank account once the returned goods have been received and inspected.

ROB ALLEN LIMITED LIFETIME WARRANTY

All Rob Allen parts and components are covered under the Rob Allen Limited Lifetime Warranty.

- To make a warranty claim, the items must be returned to Coatesmans Pty Ltd in South Africa for assessment and, if necessary, sent to the factory for repairs or replacement.

ADDITIONAL NOTES

- Orders are non-transferable once placed.
- Any delays due to unforeseen circumstances (e.g., supply chain issues or customs inspections) will be communicated promptly.
- By placing an order, you acknowledge and agree to these terms and conditions.

If you have any further questions, please don’t hesitate to contact us. Thank you for choosing Coatesmans Pty Ltd for your spearfishing needs!