



C2S HAVACILIK COZUMLERI SANAYI TICARET ITHALAT VE IHRACAT LIMITED SIRKETI

MUTLUKENT MAH. 1964 CAD. NO: 41 IÇ KAPI NO: 1 ÇANKAYA / ANKARA

NCAGE#: TK744

Shipping & Return Policy

1. Shipping

Orders placed through our website are processed and shipped within **[3] business days** after payment confirmation. Delivery times may vary depending on the destination, courier service, and other logistical factors.

Once your order has been shipped, you will receive a **shipment confirmation email** containing tracking information where available.

Delivery times provided are estimates and may vary due to circumstances beyond our control, including but not limited to customs procedures, weather conditions, or courier delays.

Shipping costs are calculated at checkout and may vary depending on the destination, size, and weight of the order.

Customers are responsible for ensuring that the shipping address provided during checkout is accurate and complete.

2. Delivery

Deliveries are made by third-party courier services. Once the package has been handed over to the courier, responsibility for delivery lies with the carrier.

If the package appears damaged upon delivery, customers are advised to **inspect the shipment before accepting it** and report any damage immediately to the courier company.

3. Returns

Customers have the right to request a return within **14 days** of receiving the product, provided that:

- The product is unused and in its original condition
- The original packaging is intact
- All accessories, documentation, and components are included

To initiate a return request, please contact us at:

Email: sarp.temur@c2saerospace.com

Phone: +90 539 765 32 04

Unauthorized returns may not be accepted.

4. Non-Returnable Items

The following items may not be eligible for return:

- Products that have been used or damaged by the customer
- Products without original packaging
- Customized or special-order items

5. Refunds

Once the returned product has been received and inspected, the refund will be processed using the **original payment method** within **15 business days**.

Shipping costs are generally non-refundable unless the return is due to an error on our part.

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