

MINIMUM TERMS AND CONDITIONS

1. Detailed description of goods and/or services

Airstream Compressors SA (Pty) Ltd is a business in the Compressed Air Equipment industry that sell, repair and service Compressed Air Equipment.

2. Delivery Policy

Subject to availability and receipt of payment, requests will be processed within 2 days and delivery confirmed by way of invoice emailed to recipient and The Courier Guy pin will be sent to you for smaller parcels and Cargo Works courier waybill number for machines and pressure vessels.

3. Export restriction

The offering on this website is available to South African clients only.

4. Return and Refund policy

The provision of goods and services by Airstream Compressors SA (Pty) Ltd is subject to availability. In cases of unavailability, Airstream Compressors SA (Pty) Ltd will refund the client in full within 30 days. Cancellation of orders by the client will attract a 10% administration fee. If you receive a part that is found to be damaged upon receipt, please send us the invoice number, photo of the part that has been damaged with the box and part number to orders@airstreamsa.co.za, so we can investigate and either refund you or send you a new part, provided the one sent back to us is found to be faulty/damaged from our side. Courier back to Airstream Compressors SA (Pty) Ltd is for the customers' account and if found that the fault was with Airstream Compressors SA (Pty) Ltd, the courier costs back to the client will be covered by Airstream Compressors SA (Pty) Ltd. For warranty terms and conditions, please see <https://airstreamsa.co.za/wp-content/uploads/2024/06/Terms-Conditions.pdf>

All products are to be shipped back to the following address:

Airstream Compressors SA (Pty) Ltd
3 Circuit Road
Westmead
Pinetown
3610

5. Customer Privacy Policy

Airstream Compressors SA (Pty) Ltd shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be accessed on:

<https://www.justice.gov.za/legislation/acts/2000-002.pdf>

6. Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the Airstream Compressors SA (Pty) Ltd bank account, the details of which will be provided on request.

Although Airstream Compressors SA (Pty) Ltd accepts a variety of payment methods, we retain the right only to accept certain payment methods in some cases. Cash or cheque payments are not accepted and please note that we do not accept liability of any losses.

Sales Tax – there is no additional sales tax charged on our products. Sales Tax is included in the indicated price.

7. Card acquiring and security

Card transactions will be acquired for Airstream Compressors SA (Pty) Ltd via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. Payfast uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL2) and no Card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.

8. Customer details separate from card details

Customer details will be stored by Airstream Compressors SA (Pty) Ltd separately from card details which are entered by the client on Payfast's secure site. For more detail on Payfast refer to www.payfast.co.za.

9. Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

10. Responsibility

Airstream Compressors SA (Pty) Ltd takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

11. Country of domicile

This website is governed by the laws of South Africa and Airstream Compressors SA (Pty) Ltd chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatever nature 3 Circuit Road, Westmead, Pinetown, 3610.

12. Variation

Airstream Compressors SA (Pty) Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.

13. Company Information

This website is run by Airstream Compressors SA (Pty) Ltd based in South Africa and with registration number 99/02362/07 and Directors Lester Davis and Grant Vacy-Lyle.

14. Airstream Compressors SA (Pty) Ltd contact details

Company Physical Address: 3 Circuit Road, Westmead, Pinetown, 3610.
Email: orders@airstreams.co.za
Telephone: 031 700 6501