## ORDER FORM

**SURNAME:**
**NAME:**

**ADDRESS:**

**ZIP CODE:**
**CITY:**

**COUNTRY:**

**E-MAIL:**

---

**ITEMS NAME** | **PAGE** | **ORDER [#]** | **QUANTITY** | **UNIT PRICE** | **PRICE €**
---|---|---|---|---|---

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**CHOOSE YOUR WAY OF PAYMENT (CHECK THE BOX)**

- BANK CHECK
- "CASH" BY POST (MANDAT)
- PAYPAL @
- CREDIT CARD (CB, VISA, EUROCARD )

**N°**

**EXPIRY DATE**

<table>
<thead>
<tr>
<th>Month</th>
<th>Year</th>
</tr>
</thead>
</table>

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**Cryptogram, note the last 3 digits shown at the backside of your card**

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**SUB TOTAL**

**+ S&H**

**TOTAL AMOUNT WITH VAT**

French VAT 20%

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**SIGNATURE (COMPULSORY)**

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To be send to

TOPMODEL S.A.S.
LE JARDIN D'ENTREPRISES DE SOLOGNE
41300 SELLES SAINT DENIS
FRANCE

ventes@topmodel.fr
www.topmodel.fr
Tel: +33 02 54 94 01 01
Fax: +33 02 54 94 01 09

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You can download our order form (.pdf format) at the homepage of our web site, section "Download - Trading conditions"
ORDERS
- By post to TOPMODEL SAS
  LE JARDIN D’ENTREPRISES DE SOLOGNE - 41300 SELLES SAINT DENIS - FRANCE
  In preference, please, use the TOPMODEL order form.
  Payment by bank check, credit card, PayPal or post check.
- By fax to +33 2 54 94 01 09
  In preference, please, use the TOPMODEL order form.
  Payment by credit card or PayPal.
- On our internet site: www.topmodel.fr
  LOGIN and fill up your shopping cart 24h/24 and 7 days a week.
  Secure payment by credit card or PayPal.
- By telephone +33 2 54 94 01 01
  (press 1 for ordering service) open Monday to Friday from 10h00 to 18h00 local time
  (UTC+1 winter, UTC+2 summer).
  Please, have ready the ordering codes of the items you required.
  Payment by credit card or PayPal.

Always complete all information required by the order form as requested to help us ensure
that no errors are made with the delivery.

DELIVERIES
Parcels are prepared, as far as possible, on the day of your order (if sent before 12 o’clock),
and are normally delivered within 2 to 7 working days to your home. The invoice which is also
a delivery sheet always travels with the parcel.
If an item is not available, we take care of the backorders.
In this case, two options are available to you in the Delivery Option - Backorder section
(check box):
- Wait until all items are on stock and send order as a whole in one time.
- Send items which are available now and backordered items later with shipping cost free.

Upon receipt of the package, you must imperatively check the condition of the goods inside
the box. If it is damaged, you must write on the delivery note, the damages clearly
observed, with the mention Reserves and this in the presence of the deliveryman. If this is
not done, we are unable to claim against our insurance and you will not be compensated.
You must send us a copy of the delivery note showing the reserves in clear, signed by yourself
and the delivery man.

PRICES
Our prices are shown in € (Euro) all taxes included (French VAT 20% included).
The prices shown on our website are subject to change without notice, only the prices validated when
ordering, by the consumer, are final. Please visit our website www.topmodel.fr to get prices
at the time of your order or call us. TOPMODEL declines all responsibility for printing errors
and is not forced to deliver the goods at the published price in error. Under no circumstances
can TOPMODEL be held liable for erroneous information from its suppliers. As our products
are constantly improved, we reserve the right to modify any information on our website
without prior notice. Items no longer appearing on the website are discontinued and are no
longer part of the program.

PAYMENTS
- PAYMENT BY CHECK - Please print the page with the button “PRINT MY ORDER” (after
confirming the order) or print the confirmation e-mail and send the printed order and your
check in an envelope posted to our address. Your order will be sent after receipt of your check.
- PAYMENT BY CREDIT CARD - Payment by credit card guarantees you a secure online
payment platform SystemPay by La Caisse d’Epargne bank. The bank card manipulations
are carried out under secure protocol https.
- PAYMENT BY PayPal - By choosing this payment method, you will be re-directed to the
secure PayPal server and access to your PayPal account. Your order will be saved when your
payment is accepted on the PayPal website.
PayPal commissions are at your charge (2% of the total amount of your order).

LEGAL WARRANTIES

When you act as a legal guarantee of conformity:
- you have a period of two years from the delivery of the goods to act;
- you can choose between the repair or replacement of the goods, subject to the cost conditions
  provided by Article L217-9 of the French Code de la Consommation;
- you are excused from reporting the proof of the existence of the lack of conformity of the goods
during the six months following the delivery of the goods. This period is extended to twenty-four
months from March 18, 2016, except for second-hand goods.

Some items in our program are covered by a warranty. This warranty only applies if the
material has been used in a normal manner and in accordance with the manufacturer’s
instructions (Article L.211-16 du code de la consommation). Detectable material
and under warranty should be sent directly to the manufacturer’s service centre along with
a copy of the invoice and warranty card and as detailed as possible description of the
failure. We advise you to ship goods registered and you must support the cost.

FUTABA
AVX & TOSER
Z.I. Sud - B.P. 27
84101 ORANGE CEDEX
Tel.: 04 90 34 59 06
Fax: 04 90 34 94 10
E-mail: avxger@wanadoo.fr

HICET MULTIPLEX
J-M MESSÉ
B.P. 12 - 6 rue Lusson du Poulou
57730 FOLSCHVILLER
Tel/Fax: 03 87 94 62 58
E-mail: sav-messe@orange.fr

TOPMODEL
SAV N°xx - RMA # to get by phone or by E-mail: sav@topmodel.fr
Le JARDIN D’ENTREPRISES DE SOLOGNE
41300 SELLES SAINT DENIS

TOPMODEL is the distributor in France of the following brands and assures their after
sale service:
ECOTOP, GF Engines, GWS, JETI, MEGA, MP JET, PRECISION PRODUCTS, ROTO, SAITO,
XPower.

CUSTOMER CARE
Any service intervention will be invoiced if the defective operation comes from normal
wear, negligence or lack of maintenance by the owner.
If defective operation results from force majeure,
no returns will be accepted without prior agreement.
You must contact TOPMODEL (by phone or by E-mail sav@topmodel.fr) to obtain
a RMA number (Return Material Authorisation). This number must then be clearly
marked on the packaging next to the address on the outside of the packaging.
The returned item must be accompanied by a copy of its purchase invoice.

WITHDRAWAL PERIOD
All articles to be returned must be done so within 14 days of the date of receiving the
parcel (withdrawal period L.121-21). The shipping back is at your own expenses.

DISPUTES
Pursuant to the provisions of Articles L.611 to L.616 and R.612 to R.616 of the French
Code de la Consommation, all consumers have the right to have recourse free of
charge to a consumer mediator, with a view to amicable resolution of the dispute who
opposes him to a professional, since the dispute related to consumption could not be
settled amicably and directly with the trader.
For this purpose, the trader guarantees the consumer the effective use of a device
for mediating consumption. The consumer mediation entity designated by TOPMODEL
S.A.S. is Sas Mediation Solution, which can be contacted:
- by mail post to the following address:
  SAS MEDIATION SOLUTION
  222 Chemin de la Bergerie
  01800 Saint John of Niost
  France
- by the website:
  https://sasmediationsolution-conso.fr
SAS MEDIATION SOLUTION is a consumer mediation entity approved by the
Commission for Evaluation and Control of Consumer Mediation and registered on
the list of mediators of the European Commission for all sectors of activity.
- Also you can use Online Dispute Resolution web site of the European Commission:
  https://ec.europa.eu/consumers/odr/main/?event=main.home2.show

WARNINGS
Any reproduction of the TOPMODEL all-product range catalog by any means whatsoever
is forbidden. All the photos are non contractual.
The credit notes, the bonuses, can be used for one year; after this period, your account
is forbidden. All the photos are non contractual.

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# SHIPPING COSTS

You can track your orders on our homepage web site: My menu, My orders you must be logged in with your ID and pw!

<table>
<thead>
<tr>
<th>Category</th>
<th>Products</th>
<th>FRANCE (METRO.) Flat Rate</th>
<th>ZONE 1 Flat Rate</th>
<th>ZONE 2 Flat Rate</th>
<th>ZONE 3 Flat Rate</th>
<th>ZONE 4 Flat Rate</th>
<th>All others countries</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Small accessories, glow engines, clothes</td>
<td>7.90 €</td>
<td>11.90 €</td>
<td>13.90 €</td>
<td>19.90 €</td>
<td>24.90 €</td>
<td>NC</td>
</tr>
<tr>
<td>2</td>
<td>Wood, music wires tubes, tubes, etc.</td>
<td>13.90 €</td>
<td>17.90 €</td>
<td>19.90 €</td>
<td>25.90 €</td>
<td>30.90 €</td>
<td>NC</td>
</tr>
<tr>
<td>3</td>
<td>Gas engines, turbines</td>
<td>13.90 €</td>
<td>17.90 €</td>
<td>19.90 €</td>
<td>25.90 €</td>
<td>30.90 €</td>
<td>NC</td>
</tr>
<tr>
<td>4</td>
<td>Gliders up to 2.30m span, radio sets</td>
<td>13.90 €</td>
<td>22.90 €</td>
<td>25.90 €</td>
<td>27.90 €</td>
<td>44.90 €</td>
<td>NC</td>
</tr>
<tr>
<td>5</td>
<td>Gliders up to 2.31 to 3.20m span</td>
<td>16.90 €</td>
<td>24.90 €</td>
<td>27.90 €</td>
<td>27.90 €</td>
<td>44.90 €</td>
<td>NC</td>
</tr>
<tr>
<td>6</td>
<td>Gliders up to 3.21 to 4.00m span</td>
<td>23.90 €</td>
<td>29.90 €</td>
<td>32.90 €</td>
<td>32.90 €</td>
<td>46.90 €</td>
<td>NC</td>
</tr>
<tr>
<td>7</td>
<td>Gliders more than 4.00m span</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
</tr>
<tr>
<td>8</td>
<td>Aircraft up to 1.20m span</td>
<td>13.90 €</td>
<td>22.90 €</td>
<td>25.90 €</td>
<td>27.90 €</td>
<td>44.90 €</td>
<td>NC</td>
</tr>
<tr>
<td>9</td>
<td>Aircraft up to 1.21 to 1.50m span</td>
<td>14.90 €</td>
<td>24.90 €</td>
<td>27.90 €</td>
<td>27.90 €</td>
<td>44.90 €</td>
<td>NC</td>
</tr>
<tr>
<td>10</td>
<td>Aircraft up to 1.51 to 1.80m span</td>
<td>16.90 €</td>
<td>29.90 €</td>
<td>32.90 €</td>
<td>32.90 €</td>
<td>46.90 €</td>
<td>NC</td>
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<tr>
<td>11</td>
<td>Aircraft up to 1.81 to 2.10m span</td>
<td>23.90 €</td>
<td>34.90 €</td>
<td>37.90 €</td>
<td>37.90 €</td>
<td>49.90 €</td>
<td>NC</td>
</tr>
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<td>12</td>
<td>Aircraft more than 2.10m span, turbine jets</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
</tr>
<tr>
<td>13</td>
<td>Fuel, oil, up to 5 liters</td>
<td>13.90 €</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
</tr>
<tr>
<td>14</td>
<td>Free of charge S&amp;H</td>
<td>0 €</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
</tr>
<tr>
<td>15</td>
<td>Fuel, oil, up to 10 liters</td>
<td>16.90 €</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
</tr>
<tr>
<td>16</td>
<td>Fuel, oil, up to 30 liters</td>
<td>29.90 €</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
</tr>
<tr>
<td>17</td>
<td>Fuel, oil, more than 30 liters</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
</tr>
</tbody>
</table>

### ZONE 1
- BELGIUM, GERMANY, LUXEMBOURG, NETHERLAND

### ZONE 2
- AUSTRIA, CZECH REPUBLIC, DENMARK, ESTONIA, HUNGARY, IRELAND, ITALY, LITHUANIA, LATVIA, POLAND, PORTUGAL, SLOVAKIA, SLOVENIA, SPAIN, SWEDEN, UNITED KINGDOM, BALEARIC ISLANDS, BULGARY, CANARIA ISLANDS, CROATIA, CYPRUS, FINLAND, GREECE, ICELAND, MALTA, NORWAY, ROMANIA

### ZONE 4
- LIECHTENSTEIN, SWITZERLAND

### All others countries
- NC means Consult us: Shipping cost on request

## General Rules

Flat Rate = independent of quantity.

**Example ZONE FRANCE:** If you order 2 aircraft kits 1.55m wingspan, the S&H cost will only be 16.90€ and not 33.80€ (16.90€ + 16.90€).

**Example ZONE FRANCE:** If you order 1 sailplane kit 2.20m wingspan and small accessories the S&H cost will only be 13.90€ and not 21.80€ (13.90€ + 7.90€).

You only pay once corresponding to the highest transport cost. However fuel is always sent separately and does not benefit from this rule.

### Oversized parcels:
Parcels more than 1.50m long or if the sum of the length + width + height (in m) exceeds 2.23m, we can not use the conventional transport companies. In this case, we will send you a special quotation for the transport.

### Shipments

In Europe, items in categories 1, 2 and 3 are delivered by La Poste Colissimo Europe directly to your home.

In France, items in categories 1, 2 and 3 are delivered by La Poste Colissimo in 48hours directly to your home.

**For 2,00 € more** you can choose the Express Delivery by TNT in “Relais Colis®” (local shops) in 24h.

**For € 4.00 more**, you can choose Express delivery by TNT at home in 24h.

In France, items in categories 4, 5, 6, 7, 8, 9, 10, 11 and 12 are delivered by TNT in “Relais Colis®” (local shops) in 24h.

**For 2,00 € more** you can choose the Express delivery by TNT at home in 24h.

### Payments

All payments must be made with the order as detailed in the section ORDERS.

We are unable to despatch goods for payment upon delivery (C.O.D.).

### OPENING HOURS

Open Monday to Friday from 10h00 to 18h00 local time

TOPMODEL - LE JARDIN D’ENTREPRISES DE SOLOGNE

41300 SELLES SAINT DENIS - FRANCE