



How to order

Purpose:

This document was prepared to describe the procedures developed for the processing and fulfillment of orders from SWS Company.

The same understanding of these procedures and restrictions will ease and speed up the execution of orders, as well as reduce the likelihood of errors.

Procedure:

1. Download the latest custom form from the website www.sws.aero or by using the online order (coloring). Use of outdated forms deprives you of some of the new options, and also complicates order processing.
2. Download instructions for measurements from site www.sws.aero. Using this manual is critical for the proper size taking, which in turn is critical for the production of the harness of correct size.
3. Fill order form, with obligatory indication of the customer's email address / dealer or use coloring.
4. Send the order form to the address info@sws.aero. In the letter you must identify yourself and indicate the preferred way to transfer payment. If you use the online reservation, bring it to completion by clicking on Step 5 of the "Confirm and order."
5. Fixed prepay sum for any SWS rig, regardless of options is 500 USD. This rule eases up accounting and interaction between the client and SWS.
6. Prepayments can be transferred in the following ways:
 - Domestic: transfer to the credit card of Privat Bank, money transfers to Pravex bank;
 - For the inhabitants of the CIS: money transfers to Lider, Fast Mail, Western Union, MoneyGram, Migom, Avers (Golden Crown), Unistream, Contact;
 - For foreign customers: money transfers by Western Union.
7. To the email address you specified in the registration form or program, will be sent an order confirmation document called «Confirmation _ Fire (/Edge 2/Blade) your name." Reception of this document is a confirmation that your order has been accepted and taken into service.
8. Carefully read the order confirmation. The information presented in this document is the main source of information on your request for production and finance department. If you find errors (wrong colors, options, requests) - correct the mistakes. Please note that changing the options in the "Reconciliation" can lead to a change in the amount in the "Bill" cell.
9. In the "Agreed" section of "General Information", please indicate the date when you have completed the checkout document and send the edited document to the company SWS, to the address info@sws.aero within 7 days after receiving the original. Making changes after the passage of 7 days from the date of sending of the original option, may require additional payment / extra time. If we do not get corrected "Reconciliation" in 7 days after shipping, the order will be considered as delivered in "standby mode", with a corresponding offset the expected completion time.
10. After executing the order you will be contacted regarding the full payment of the order (see options above) and convenient shipping methods.
11. Delivery may be made in the following ways:
 - Domestic: New Mail delivery;
 - For the inhabitants of the CIS and foreign customers: airmail or delivery by EMS;
12. After receiving the payment and confirming delivery method - the order will be sent to the address specified by means that you chose.

Order confirmation

Purpose:

The system of "order confirmation" was designed to minimize possible errors arising when filling customer order forms and when filling out purchase order-production by an administrator. After the introduction of this system, the number of unpleasant and often quite costly errors was reduced to almost zero, so we ask that you to approach this issue as carefully as possible.

Procedure:

When filling out an order form (or using the online coloring and ordering program) in the section "General Information" You will have filled the field "e-mail". Once you have sent us an order form (online order program) and agreed to the transfer method of prepay sum, you will receive a document called «Confirmation _ Fire (/Edge2/Blade) _your name." to specified address.

Preparation of this document is a confirmation that your order has been accepted and taken into service.

Once you have received the document «Confirmation ...» (hereinafter - "Agreement") carefully read them. The information presented in this document is the main source of information on your request for production and finance department.

If you find errors (wrong colors, options, requests) - correct the mistakes. Please note that changing the options in the "Reconciliation" can lead to a change in the amount in the "Bill" cell.

In the "Agreed" of section "General Information", please indicate the date when you have completed the checkout document.

Send your edited document to the SWS company, to the address info@sws.aero within 7 days after receiving of the original version.

If we do not get corrected "Reconciliation" in 7 days after shipping, the order will be deemed to be accepted in the original version, and further changes will raise the price and production time.

Contents of the document:

1. Name - the name of the customer.
2. Dealer - a name / title of dealer.
3. Fills - specialist who fills in the "Agreement."
4. Order date - the date of receiving the order and prepayment.
5. Date of settlement - the expected date of the order. Is only estimated, approximate, and does not imply any warranty by the manufacturer.
6. Incoming number - inbound service number that is assigned to the order prior to production.
7. Container size -container size.
8. Main - type and size of the main parachute.
9. Reserve - type and size of the reserve parachute.
10. Suspension / Packing - wishes regarding a tight\loose container fit and packjob (helpful when you plan to use winter clothes and\or different sized canopy).
11. Customer measurements - your measurements specified when ordering. Check whether they are filled correctly.
12. Container Color - in the left column, you can check the correctness of the colors for container panels, special requests (camouflage color tie-dye, color changing panels or edging), and the harness and fringing color.
13. Rays - if you ordered this option, check the color and location of the rays.
14. Stitching - containers has 5 locations for stitching. You can choose am SWS stitching, custom stitching (text or graphics). Check whether the selected stitch that you want to do (SWS and / or custom) as well as colors.
15. Manufacturing dimensions - service partition, please do not fill it.
16. Harness options - check that filled harness options are correct.
17. Container and back options - check that filled Container and back options are correct.
18. Main options - check that filled main options are correct.
19. Reserve options - check that filled reserve options are correct.
20. Additional options - if you ordered a hook knife, check additional options (plastic or metal). If you ordered a set of spare parts for your main (main risers, dbag, bridle, pilot chute), reserve spare parts (cutaway and reserve handles , freebag, bridle, pilot chute) as well as assembly and reserve packjob by SWS - check appropriate marks in the "Reconciliation".

21. Student options - check whether you have selected correct student options.
22. Special requests - if you specified in your order some special requests, check the note in the box "special requests" in the agreement.
23. Service information - service partition, please do not fill it.