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Dear RAF 2000 Pilots and Owners

The Mocke Family in Upington, Northern Cape, South Africa has obtained the Marketing & Manufacturing Rights for the RAF 2000 Gyroplane and are operating the business in the name of Rotary Air Force South Africa (RAF SA).

RAF SA is using the same suppliers to ensure that the quality and continuity of the product and parts are of the same high standard & quality.

RAF SA has a warehouse in Canada which will be managed by our representative Mark Thornton and parts will be shipped from there to all our USA, Canadian and all other International clients.

RAF SA has another warehouse in South Africa, which will serve the South African market and international clients.

Orders for the RAF 200 Gyroplane Kit or parts must be addressed to our Head Office in South Africa.

#### CONTACT DETAILS

##### OWNERS

**Mr Eben F Mocke Snr**- President - CFI

**Mrs Ansa Mocke** - Secretary

**Mr Eben Mocke Jnr** - Assembly & Training Manager - CFI

**Mrs Yolande Mocke - Combrinck** - Sales & Marketing Manager

##### CONTACT TELEPHONE NUMBERS:

Phone: +27 54 331 3534

Fax: +27 54 331 3534

SA Fax: 086 512 6344

##### POSTAL ADDRESS:

PO Box 2071

Upington

8800

South Africa

##### PHYSICAL ADDRESS:

Hanger 3

Upington Airport

Upington, 8801

Republic of South Africa

##### EMAIL ADDRESSES

Email: [eben@raf2000.co.za](mailto:eben@raf2000.co.za) - Technical Questions

Email: [info@raf2000.co.za](mailto:info@raf2000.co.za) - Parts orders

Website: [www.rafgyro.co.za](http://www.rafgyro.co.za)

**PROCEDURE PARTS ORDERS**

Once a request for a quote on parts have been submitted you can expect the following:

- RAF SA will submit a quote to you via email or fax, for your acceptance.
- Once accepted by you RAF SA will submit a Pro-Forma invoice with our bank details for your approval and payment.
- Once we have received full payment RAF SA will order your parts with our designated warehouse.
- The warehouse personnel do not package any orders if payment is not received in full.
- The warehouse slots the order into the parts ordering queue, which works on a first come first serve basis.
- Should we have a back order on some of the parts we will advise and keep you informed of the progress.
- Parts is released from our warehouse depending on stock availability at the time, which will be confirmed with you in writing.
- If we do not have the specific part in stock at the time of your order, we will advise of the delivery period in writing, which could be anything from 8 to 12 weeks from date of order placed.
- We only place the order when full payment is received and monies are reflected in our bank account.

*We do however always try to ship as soon as possible and to accommodate our client's requests, but cannot guarantee that you will receive your parts within the first 6 to 12 weeks from date of order placed.*

**PROCEDURE ORDERING OF A RAF 2000 KIT**

- RAF SA will submit a quote to you via email or fax, for your acceptance.
- Once accepted by you RAF SA will submit a Pro-Forma invoice with our bank details for your approval and payment.
- Once we have received the 50% deposit payment RAF SA will start to package your kit.
- Once we have completed the packaging and crating of your kit we will inform you of this in writing upon which the rest of the monies and shipping costs are to be paid.
- Shipping will only commence once full payment and shipping costs reflects in our bank account
- Delivery Time frame for a RAF 2000 Kit will be anything from 8 – 12 weeks from date of 50% deposit received.

**ALL QUOTES EXCLUDE PACKAGING & SHIPPING COSTS.**

RAF SA can only confirm the packaging and shipping costs once your order has been packed/crated. We will only know the measurements and weight of your shipment when it has been crated.

Please note that parts will only be shipped when full payment has been received.

## PAYMENT & BANK DETAILS

For our USA, Canadian and all other International clients, we have a USA and a Canadian Bank account in which you can pay your parts orders and RAF 2000 Kit.

For our South African clients we have a South African Bank Account in which you can pay your parts orders and RAF 2000 Kit.

## PARTS RETURNING POLICY

- We would like to remind you that when you place an order for parts to refer to your construction manual for the part number, to avoid ordering the wrong parts.
- **NOTE: There are no exchanges or refunds in this instance.**

If you do not have a construction manual, please contact us to place your order for a construction manual.

Kind regards & save flying!!



The Mocke's  
ROTARY AIRFORCE SOUTH AFRICA



# RAF 2000

...miles above  
the competition

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