

TERMS AND CONDITIONS

- All orders are subject to acceptance
- TERMS: Net 30 days, with approved credit or Major Credit Cards (VISA, MasterCard, AMEX) or C.O.D., unless otherwise specified in writing by Mountz.
- All invoices less than \$25.00 are subject to a \$5.00 service charge, unless placed with a credit card.
- F.O.B.: Shipping Point, Prepaid and Charge
- Drop shipments are approved only for authorized Mountz distributors and customers requesting an overnight or urgent shipment method.
- Mountz reserves the right to discontinue or modify any items without prior notice.
- Returned tools are subject to "Returned Merchandise Authorization Policy" included on this page.
- Prices, items and conditions are subject to change without notice.
- A service charge will be assessed on past due accounts appropriate to the legal rate of interest that applies. Any action instituted to collect amount due on this invoice shall be subjected to all attorney's fees and court costs. Any dispute regarding this invoice must be filed within the county of Santa Clara, State of California.

RETURN MERCHANDISE AUTHORIZATION (RMA) POLICY

Conditions:

1. Any tool(s) returned to Mountz (except repairs) must have an authorized RMA number. Tools returned without an RMA number will be returned to the sender at their expense.
2. All returns 30 days after the original invoice date are subject to a 25% restocking charge.
3. All calibration and certificate charges are to be paid by the customer requesting the return.
4. All RMA's are subject to inspection. Should damages, missing parts, instruction manuals or other items that affect the re-stocking condition of the product and/or packaging, a charge will be made to restore the product and/or packaging to its original condition.
5. All freight charges are the responsibility of the company requesting the return and are to be prepaid by the shipping party.
6. Credit will be issued in accordance with amount charged on original invoice minus freight.
7. All requests are subject to final approval by the Mountz Division Sales Manager.

Procedures:

1. Customer must place an offsetting order.
2. To receive an authorized RMA number, contact Mountz Customer Service with the following information:
 - a. Original PO number
 - b. Invoice number
 - c. Tool(s) being returned - model number and name
 - d. Detailed reason for the return
3. An RMA packet containing our RMA form and shipping label will be sent to you via a three-day Priority Mail package. Please refrain from returning any tool(s) before you receive the authorizing paperwork.
4. When you receive the RMA form, simply fill in the "quantity shipped" column on the form and enclose it with your return. Attach the RMA label to the outside of the box. The RMA label is our only immediate indication that the return was authorized. If there is no RMA label on the box, the package(s) will be returned to the sender at their expense.
5. Please avoid arbitrarily taking this RMA as a credit on an outstanding invoice. Credit resulting from a RMA will be applied to the new offsetting order. Please forward this document to the appropriate department for future use.

MOUNTZ GUARANTEE AND WARRANTY REPAIRS

Every Mountz tool is thoroughly checked and tested before shipment. Should defects due to faulty workmanship develop within one (1) year from the date of sale, the product will be repaired and put in workable condition or replaced free of charge, if returned to Mountz.

Warranties are not valid if a product has been misused, tampered with or abused. Also, Mountz warranty does not cover rental or leased products. Any questions concerning warranty should be directed to Mountz Customer Service.

Warranties are not valid if the customer doesn't supply original purchase order number of the item(s) sent in.

All incoming freight charges to Mountz are the responsibility of the customer.