



TERMS AND CONDITIONS

- All orders are subject to acceptance.
- Net 30 days from date of invoice, subject to credit approval. Major credit cards accepted: (VISA, MasterCard and AMEX) 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
- Drop shipments are approved only for authorized Mountz distributors or 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 the "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 an invoice shall be subject to all attorneys' fees and court costs. Any dispute regarding an invoice must be filed within the county of Santa Clara, State of California.

RETURN MERCHANDISE AUTHORIZATION (RMA) POLICY

Conditions:

1. A Return Authorization is required for all returns. Items returned for service/repair do not require a Return Authorization. Items returned without a Return Authorization will be returned at the sender's expense.
2. A Return Authorization must be obtained within 30 days from the date of which a product was shipped. Return Authorization is valid for 20 days from issue date.
3. Value added services, costs for calibration, certification, and freight are non-refundable.
4. Discontinued items, special order items including assemble to order type items will not be authorized for return.
5. All returns are subject to inspection. All products must be returned in new condition, including original packaging, all documentation and accessories. Charges will apply for all missing accessories or parts. Mountz will not accept items physically damaged or misused.
6. All freight charges are the responsibility of the company requesting the return and are to be prepaid by the shipping party.
7. All requests are subject to final approval.

Procedures:

1. To obtain a Return Authorization, please contact our Customer Service department. The following information is required in order to consider a request for return:
 - a. **Original Purchase Order Number**
 - b. **Invoice Number and Date**
 - c. **Items being requested for return**
 - d. **Detailed reason for return request**
2. If your return request is approved, the return authorization will be forwarded via email or fax. Customers will be contacted by phone in cases where a return request is not approved.
3. A copy of the Return Authorization must accompany all returns. Enclose a copy of the Return Authorization with your return, and write the Return Authorization number on the outside of each shipping carton. All Returns should be sent to the following address, unless specified otherwise on the Return Authorization.

Returns Processing Center
Mountz, Inc.
19051 Underwood Road
Foley, AL 36535

MOUNTZ WARRANTY

Every Mountz tool is thoroughly checked and tested before shipment. Should defects due to faulty materials and/or workmanship develop within the product warranty time frame, the tool will be repaired and put in workable condition or replaced free of charge (at Mountz option), if returned to Mountz, Inc.

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

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