

TERMS AND CONDITIONS

At Tech Electronic Services it is our primary goal to supply equipment of the highest quality and standards. However, as with most electronic products, a certain percentage will fail. Please thoroughly read our RMA (Return Material Authorization) Policies so that you have an understanding of the procedures and in the event of a product failure the return can be processed properly. At Tech Electronic Services you will find dedicated and friendly staff that will minimize the inconvenience of an RMA and ensure your satisfaction. To begin the RMA process, please complete the form online at techelectronic.com (click on the RMA tab) or via fax. The RMA department will process your RMA number within 48 hours of receipt. Please email any inquires to the RMA department (cindy@techelectronic.com) quoting the RMA number issued. Unfortunately, all RMA numbers become null and void after 30 days from issuance and cannot be processed.

Shipping Procedures

In accordance with industry standards, TES will pay freight to return your RMA after the the warranty is complete. You are only responsible for freight to return the defective good to TEC. COD/Collect shipments will be refused without exception. Packages shipped without proper RMA numbers will not be accepted. For proper processing, display the RMA number prominently on the outer box of your return. Please do not write the RMA number on the manufactures packaging. Tech is not responsible for products that arrive damaged and they will be returned to the Dealer at his/her own cost.

Insurance

Shipments from our warehouse automatically carry \$100 worth of insurance. Additional insurance will be added upon the request from the customer at time of ordering. TES will not offer additional insurance unless request is made by Dealer.

Damage/Shortage Claims

All missing, damaged, and shipping discrepancies must be reported within 48 hours of receipt of shipment. Merchandise is carefully packed in compliance with carrier requirements. Once any shipment is released to a carrier, any damage(s) become the responsibility of that carrier. All claims must be made directly with the Freight company and TES can aid in filing the claim on your behalf. However, the final decision is made by the freight company and is not the responsibility of Tech Electronics. Claims for loss or damage must be noted on the freight bill or receipt and signed by the carrier at the time of delivery. Please open all orders immediately to check for concealed damage, and/or shortages. Failure to do so can result in refusal by the carrier to honor your claim.

All discrepancies and/or shortages must be reported to Tech Electronics within 48 hours of receipt of product. Verbal reports are not sufficient and an RMA in writing is required.

RETURN FOR CREDIT

Your satisfaction is important too us. If for some reason you wish to return the product TES has a Return for Credit policy. All returns (see exceptions below) are subject to a 20% re-stocking fee. Return shipping costs are the responsibility of the customer. Credits are issued to accounts only; TES does not provide cash refunds for any return merchandise.

Mobile Returns/Return Exceptions

The following product is not returnable: Mobile/In-motion Satellite, In-motion Internet, Off-Air Products and any Car Audio products. All Special Orders, specifically Security products, are not returnable. Please note that the above products cannot be returned for credit, only warranty repair or exchange.

SPECIAL ORDER MERCHANDISE

TES will not accept returns on special ordered product. A 20% restocking fee policy does not apply to special order merchandise. The dealer will be responsible for payment of the invoice in full.

DOA

TES stands behind everything we sell. For 7 days from the date you purchased the product from TES, we will replace a DOA product with a new unit. If equipment received is defective "out of the box" this is considered DOA and an RMA can be issued for return and prompt replacement of the product. If the request for RMA is beyond 7 days of purchase then RMA will be considered as a warranty return. Tech will try to ensure that DOA units are replaced from stock, however, in the case of stock shortages, product of equal quality and value will be substituted or the DOA will be held until a replacement is provided by the supplier.

Payment Terms/Credit Applications

Company cheques will be accepted upon approved credit. To apply for credit, please contact your Sales representative and complete the Credit/Dealer Application. Tech's accounting department will work diligently to complete the credit application, but please allow one week for processing the application. Missing and/or incorrect information will cause delays in processing so please complete all fields before submitting the application for terms. All other forms of payment are acceptable: COD, certified cheque or money order. All major credit cards are accepted (except American Express) and a 3% cash discount declined fee will be added to all credit card payments.

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