

TERMS AND CONDITIONS

WARRANTY: Thirty-day, “return to depot warranty” on all parts, labor and freight on factory defects provided the customer has retained and returned the defective unit in the original packaging. **One-year** on material defects and craftsmanship. **SERVICE AFTER THE WARRANTY PERIOD HAS EXPIRED:** Freight in and freight out are at the customer’s expense. Repairs will be performed on a time and material basis at prevailing rates.

PAYMENT OPTIONS:

- Full payment in advance of shipment for items in stock.
- Half in advance and half prior to shipment for special order items.
- Half in advance and half charges to a credit card when shipping documentation is faxed to the customer.

RETURN POLICY: A new unit may be swapped for another new machine of higher value provided the customer pays the freight both ways and the unit is returned unopened and in original packaging. A new unit may be returned within seven days of receipt, provided its condition is “new and without noticeable wear” and that it is returned in the original packaging. A 25% restocking charge, plus freight to return the unit plus any delivery and installation charges that have been incurred will be assessed. Unit must be returned in original packaging with no noticeable wear.

SHIPPING POLICY: NEOLT USA reserves the right to designate the shipper of the goods being purchased or to require a signed “WAIVER OF DESIGNATOR CARRIER” notice. The customer is responsible for inspecting the goods upon receipt. If the goods have been damaged in transit the customer is responsible for noting the damage on the waybill or if damage is extensive, for refusing the shipment.

FACTORY INSTALLATION: Some Neolt units require factory installation. In those cases the installation charges and associated expenses are specifically outlined in our proposal.

Acceptance:

Accepted by

Date