

TERMS AND CONDITIONS

In using this website, you are deemed to have read and agreed to the following terms and conditions:

PRIVACY STATEMENT

We are committed to protecting your privacy. Authorized employees within the company on a need to know basis only use any information collected from individual customers. We constantly review our systems and data to ensure the best possible service to our customers.

CONFIDENTIALITY

Client records are regarded as confidential and therefore will not be divulged to any third party unless legally required to do so to the appropriate authorities. We will not sell, share or rent your personal or company information to any third party or use your email address for unsolicited mail. Any emails sent by our company will only be in connection with the provision of agreed services and products.

SECURITY

Sensitive information, like credit card numbers, are encrypted during the checkout process and are not stored on our system. This information is only used by the banks and credit card companies to process your order. Do not send credit card information by email; it is not safe to do so.

ORDER CANCELLATION

Cancellation of an order may incur a restocking fee if the item has already been shipped from manufacturer to warehouse. Please contact customer service for product specific restocking fees.

RETURNS

All returns must have a Returned Goods Authorization (RGA) number. Please contact our customer service manager. Please provide your order number, items to be returned and a brief explanation. Refunds and credits are issued only after inspection of the items. All items returned must be in their original packaging.

Defective Items:

All our items carry the manufacturer's warranties. Please contact our customer service for product specific warranty information.

Damaged in Shipment:

If your items were damaged in shipment, contact our customer service within 15 days of receipt so we can arrange for a replacement. If the box being delivered is badly damaged, you should refuse shipment and contact our customer service department.

Product Does Not Meet Your Needs:

For any reason, you may return stock items for exchange or refund (minus shipping and handling charges) by contacting our customer service. All returned items must be in new condition, in their original packaging with all parts, pieces, accessories, manuals, warranty cards, etc. All returned items are subject to a 25% restocking fee plus shipping charges. Special order items are not returnable.

PRICES

All prices and shipping costs are subject to change without notice. We reserve the right to correct prices and shipping costs before shipments are made and after notifying the customer for approval. Items that must be shipped by truck will be quoted to you. Orders are shipped only after approval by our management.

PAYMENT

We accept Visa, Master Card, American Express and Bank Fund Wire Transfers. Credit cards are charged at the time the order is placed. Orders will be shipped after Bank Transfers have been completed and items are in stock. You must select the Bank Fund Transfer fee on the Shopping Cart page before advancing to the checkout page. Bank Fund Transfer Instructions

SHIPPING

We offer shipping by UPS or Truck. Customers are welcome to provide us with their UPS Collect account or Freight account if they so choose. Orders with backordered items will be held until they can be shipped complete. Partial shipments requests are available upon request. Our company does not assume responsibility for lost or damaged shipments. No recourse or reimbursement is available from our company for these shipments.

SALES TAX

All orders shipped to California, New England, New York, New Jersey or Pennsylvania are subject to state sales tax. The zip code used for the ship-to address determines the sales tax rate. If your company has tax-exempt status, you are required to provide a tax-exempt certificate before an order will ship.

COOKIES

Like most interactive websites, our shopping cart uses cookies to enable us to retrieve user details for each visit. Cookies are used in some areas of our site to enable the functionality of this area and ease of use for those people visiting. This allows you to browse through the shopping cart without losing track of your cart items.

LINKS TO THIS WEBSITE

You may not create a link to any page of this website without our prior written consent. If you do create a link to a page of this website, you do so at your own risk and the exclusions and limitations set out will apply to your use of this website by linking to it

LINKS FROM THIS WEBSITE

We do not monitor or review the content of other party's websites which are linked to/from this website. We encourage our users to be aware when they leave our site and to read the privacy statements of these sites. Our company will not accept any responsibility for any loss or damage in whatever manner, howsoever caused, resulting from your disclosure to third parties of personal information.

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