

ESI Ergonomic Solutions: Terms, Conditions & Policies

PRICING AND FREIGHT TERMS

ESI Ergonomic Solutions reserves the right to revise all prices and freight terms, at any time, without notice.

PAYMENT & CREDIT TERMS

We accept corporate checks, Visa, MasterCard, and American Express. Terms are net 30 upon credit approval. Prior to account approval, payment must be made in full before the order will be shipped. In the event an account is past due, outstanding shipments may be withheld until the account returns to good standing. We reserve the right to cancel a customer's account. Prepayment of 50% is required for orders over \$10,000 net. Contact Customer Service for details.

SHIPPING & DROP SHIPPING

Most orders ship within 48 hours from receipt of Purchase Order. Packages should be inspected upon receipt and any shortages or damages must be conveyed within five (5) business days of delivery. We are not responsible for damages or shortages occurring after delivery. Additional shipping charges will apply for expedited shipping services and re-routed deliveries. Requests such as "call before delivery" may not be accommodated. We are happy to drop ship to any customer within the 48 contiguous United States at no additional charge.

For orders totaling under \$50 Net: a \$14.99 flat rate shipping fee will be charged.

DAMAGE/CLAIMS

ESI Ergonomic Solutions verifies order quantity and weight with our carrier before any shipments are sent. When receiving an order, first confirm quantity of boxes delivered with carrier quantity and inspect boxes for signs of damage. Do not sign for the shipment until it is verified. In the event product damage or shortage is present, a description must be recorded on the freight bill. Do not sign the freight bill if shipment quantity differs, and note discrepancies. Signing a freight bill without any notation relieves the carrier of any responsibility and serves as your acknowledgment to ESI that shipment was received in full. Should a damaged product be found upon opening the shipment, notify ESI immediately and retain all original products and packaging. ESI reserves the right to request return of damaged or defective products. Damage claims will not be accepted if received after five (5) days from date of delivery.

RETURNS

Qualifying merchandise may be returned to ESI for credit or replacement. Please call Customer Service at 800.833.3746 to obtain approval and a Return Authorization (RA) Number. The assigned RA number and RA documentation must appear on all returned packages. A restocking fee of 25% (subject to change) will apply to all non-warranty returns. All items must be returned in undamaged, re-sellable condition and in original packaging and shipped at the customer's expense to:

ESI Ergonomic Solutions
ATTN: RETURNS DEPARTMENT
4030 E. Quenton Drive, Suite 101
Mesa, AZ 85215

Products must be returned within 60 days of receipt. Custom products (non-catalogue and special order) are non-returnable. Costs associated with installation, etc. of defective parts will not be reimbursed.

After packages have been inspected and approved, your account will be credited appropriately or a replacement will be sent if requested. No credit will be issued for damaged or unauthorized product returns.

WARRANTY

ESI Ergonomic Solutions provides a lifetime warranty on articulating arms and keyboard platforms and a two year warranty on palm rests. Warranty information on additional products is available upon request. Warranties are based on normal installation and use of products in a standard 8-hour shift. Warranties do not apply to damage in shipment caused by carriers and defects caused by improper installation, use, or conditions. Products that are modified or tampered with in any way by any person other than an authorized ESI Representative will not be covered under warranty. Costs (such as installation or labor fees) incurred due to replacement of products will not be covered under warranty. In our continued effort to provide complete ergonomic solutions to our customers, it is our commitment to stand behind any ESI Ergonomic Solutions product.