

# TSAworld

## Terms & Conditions

### TERMS AND CONDITIONS

#### Payment Terms:

- Upon completion and approval of a credit application, standard terms are Net 30 days from date of invoice. *INVOICES PAST 30 DAYS ARE SUBJECT TO FINANCE CHARGES IN THE AMOUNT OF 1 ½% PER MONTH.*
- A credit line will be established as part of the credit application process.
- If a credit account is not established, TSAworld, Inc. will ship C.O.D. or with valid credit card information on file.
- Shipments with balances over 60 days past due or over their credit limit will not be made without the prior approval of the credit department.
- VISA, MasterCard, Discover and American Express credit cards are accepted at the time of order. TSAworld, Inc will maintain only one credit card number on file for each account.
- There will be a \$35.00 charge for any check returned for insufficient funds.

#### Freight Policy:

- All stock orders received by 4:00PM EST and approved for credit will ship the same business day.
- Unless requested otherwise, all orders will ship UPS ground and be billed according to actual UPS zone rates, plus a handling fee.
- C.O.D. customers refusing shipments will be charged all applicable freight and C.O.D. charges plus a 20 percent restock charge for each item returned.
- Hazardous materials will be assessed a hazardous materials (HAZMAT) charge.
- TSAworld, Inc. is not responsible for damages incurred in transit. If your product or package is damaged in transit, you must contact TSAworld, Inc. immediately upon receipt of the package. TSAworld, Inc will file a claim with the carrier and issue the appropriate credit to your account upon receipt of credit from the carrier.
- TSAworld, Inc. does not issue RMA's for products damaged due to shipping. TSAworld, Inc. will place a new order for the customer while the carrier is processing the claim.
- Packages and/or products damaged or lost in transit to TSAworld, Inc. require the sender to file a claim with the carrier. Please keep a record of the date of claim, transaction number, and with whom you spoke to ensure a refund or credit from the carrier. Damaged product must be picked up from TSAworld, Inc. within 10 business days of its arrival. TSAworld, Inc. assumes no responsibility for lost product or packaging after that time.

#### Product Returns:

- Requests for non-defective returns must be made no later than 30 days from invoice date. A Returned Materials Authorization (RMA) must accompany all returns. *The RMA number must be clearly marked on the outside of the box containing the part to be returned.*
- Any package received without an RMA will be refused and no credit provided.
- RMA numbers are valid for 30 days from date of issuance. Thereafter, RMA's will be voided.
- All non-defective parts returned are subject to a 20 percent restocking charge.
- No laser printer memory electronic boards will be accepted for return if the anti-static foil bag has been opened.
- Electronic and electrical items not part of the "TSAworld, Inc. Exchange Program" are not eligible for return if the protective packaging has been opened.
- Electronic and electrical parts that are part of the "TSAworld, Inc. Exchange Program" and returned for credit will be charged a 30 percent restocking fee if the packaging has been opened. The restocking fee covers product re-certification costs.
- Manuals and special order items are not returnable.
- All returns must be sent freight pre-paid. Any returns sent back freight collect will be refused.
- Freight credit will not be given for customer order errors.
- Credits are not applied to an account until all returned products for which RMA's have been issued have been received and accepted by TSAworld, Inc..

#### Advanced Exchange Program:

TSAworld, Inc.'s Advanced Exchange Program has been designed as a service to our customers. Terms of the program are as follows:

- A complete and re-manufacturable core must be returned to TSA within **30 days** of the date of invoice to avoid a core charge. TSAworld, Inc. recommends that customers utilize a carrier that provides a tracking number (such as FedEx or UPS) when returning cores. It is the responsibility of the customer to ensure that cores are delivered to TSAworld, Inc. within the appropriate time frame.
- Customer's returning cores after 30 days from date of invoice will be assessed a "Core Charge". Cores received after 30 days but before 90 days will receive an 80% credit on the Core Charge. Cores received after 90 days but before 180 days will receive a 50% credit on the Core Charge. No credit will be given for cores received after 180 days of original shipment of the Exchange Item.
- No credit will be provided for cores returned with damaged parts. Please package parts carefully for reshipment.
- TSAworld, Inc. provides a "\"Exchange Return Form\"" and return address label with each shipment. To ensure proper credit to your account, please enclose the appropriate documentation when returning cores.
- No credit will be provided for cores returned with damaged parts. Please package parts carefully prior to shipment to TSAworld, Inc..

#### Defective Product Returns:

- All claims for defective product must be made within 90 days of invoice unless a product specific warranty applies.
- All returned product must be sent returned freight prepaid.
- Product that is tested and found to be non-defective or used will not be credited. Such product will be returned to you at your expense.

#### Published Information:

- This document supercedes all previous written or verbal representations made by TSAworld, Inc. regarding terms and conditions.
- TSAworld, Inc. reserves the right to update prices, product specifications, and/or policies without prior notice.
- These policies were last updated on 9/23/02.