

Frostline, Inc.

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We are committed to supporting our customers before, during and after their purchases. Please read the following information below regarding the proper handling of your new equipment.

Receiving Your Order:

When you receive your order, please follow these guidelines

- Carefully unpack and inspect all merchandise, taking care not to damage the original packaging.
- Do not fill out the manufacturer's warranty card until you are satisfied. We will not accept returns of merchandise with completed warranty cards or damaged or missing collateral material.
- Do not throw away any of the packaging materials, such as boxes, instructions, inserts, bags etc., until you are sure you want to keep the equipment.
- Keep the packing slip for your records.
- Read all instruction manuals before testing your equipment.

Returning Merchandise:

We recognize that you may need to return a product that you have purchased from Frostline. In order to expedite the return process, please follow the below process:

Return Period:

- Frostline extends a 30-day money-back guarantee on all unopened equipment.
- Goods that have been used and cannot be sold as new may be returned within 5 days of original shipping date.
- Used goods returned within 6-15 days of original shipping date may be charged up to 15% restocking fee.
- Used goods returned 16-30 days of original shipping date may be charged up to 25% restocking fee.
- Goods shipped more than thirty days are not returnable.

Return Process and Guidelines:

- Product that is in its original, undamaged factory-sealed container may be returned to Frostline direct within thirty (30) days of the original shipping date for credit or exchange.
- Product that is DOA (dead on arrival) or defective may be returned to Frostline or the Manufacture direct for replacement or exchange within thirty (15) days of the original shipping date with no restocking fee.
- Product that has been opened and/or used may be returned to Frostline direct within thirty (30) days of the original shipping date, although such returns may be

- charged a restocking fee. All products must be returned in as-new, re-saleable condition in their original packaging. Any manuals, cables etc. that are missing will result in rejection of the return or an additional restocking fee.
- Shipping charges are not refundable.
- Please contact your Sales Representative for a return authorization number (RMA).
- Clearly mark your RMA number on the outside the package you are returning to Frostline. Packages without an RMA number clearly marked on the outside of the package will not be accepted.
- Please include a copy of your original invoice and a brief note explaining the reason for the return with the package you are returning.
- All returns must be sent freight prepaid. Returns sent C.O.D. or "shipping charges collect" will be refused. Credit will be given only for items that we receive and inspect.
- Be sure that you insure your return shipment, to avoid any complications.

Warranties:

- Items sold by Frostline are covered by the manufacturer's warranty.
- No additional warranty, other than that provided by the manufacturers, is implied or expressed, unless an extended service contract is specifically entered into.
- Any required maintenance, preventive maintenance, firmware upgrades or modifications required to any equipment supplied by Frostline is not included in the equipment price, unless an extended maintenance contract is specifically entered into.
- The terms of the Manufacturers warranty must be followed; regardless to whether Frostline or any other Service Center is performing the work.

Shipping terms

- F.O.B. Shipping Point. Frostline will arrange payment for shipping and insurance with the carrier, but such costs are your responsibility. Risk of loss is upon you once Frostline delivers the product to the carrier.
- Delivery times are good faith estimates only and Frostline will not be liable for delays.

- All shipments are subject to stock availability.
- In stock items usually ship in 2-4 business days unless you have requested expedited shipping. Please note that order processing may be delayed for security reasons if the "bill to" address on your order differs from the "shipping address".
- If product in your order is on backorder, we will notify you via email promptly.
- You will be charged shipping fees for any shipment that is refused.
- You will be charged a restocking fee for any opened item that is returned that meets the criteria of our return policy.
- You will be charged shipping for any unopened item that is returned.
- Frostline does not ship on Saturday or Sunday including orders sent via Next-Day and 2-Day delivers unless specifically specified.

Shipping rates and terms:

- The time it will take for you to receive your order depends on the processing time for the product ordered plus the shipping time for the delivery method you select.
- Shipping charges are charged based on order value and weight.
- Each item will ship as it becomes available.
- There will be no extra charge for the shipment of these items in multiple shipments.
- Please note that our warehouse does not ship on weekends and we do not offer Saturday or Sunday delivery.

Payment Terms:

- Payment due in full, Net 30 days when approved by management.
- Frostline does not ship COD.
- For non Net Accounts, Check with order, or Credit Card are the preferred payment terms.
- A Signed proposal, hard copy PO or written approval is required upon order acceptance.
- Frostline retains title and all rights of the delivered product until the final invoice is paid. Upon clearance of the final payment, title becomes the property of the client.
- Frostline has the option to withdraw or back out of this proposal at any time without penalty or cause.

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