



## **Customer Sales Policy** (eCommerce and direct sales) **Effective June 2011**

All sales are final and non-refundable unless otherwise stated in writing on the Sales order and Invoice.

Items ordered are subject to prior sale and may not be available.

Items listed/sold with (As is) have no warranty and cannot be returned for credit.

Items listed/sold with a warranty may not be returned except for repair/replacement.

Prior to return of any items a RMA (Return Merchandise Authorization) must be requested and issued in writing. Issuance of an RMA is not a credit, and the item must be inspected on return prior to any warranty work being performed.

Service contracts are not refundable or pro-ratable, and are NOT in force until paid in full, in advance of start date.

Service quotations are estimates and may change unless our FSR has done an inspection prior to the quote and is stated in writing on the quotation. Prepayment of services will result in a store credit if not used in full and may be applied to future purchases.

Store credit, issued for any reason, does not expire and is not convertible to cash, however it may be used for future purchases of goods and services.

Sales, by way of credit granted, may be charged to the customer's credit card on file if payment is not made within the terms granted.

Rithum Automation LLC