

TERMS AND CONDITIONS

◆ SHIPPING

UPS is the standard carrier for most shipments, unless otherwise instructed by customer. Most orders are shipped within 3-5 working days after the order is placed. Shipping and handling fees are added to the product cost quoted.

◆ CLAIMS

Claims for loss or visible or hidden damage in shipment are the responsibility of the customer and must be made to the freight carrier immediately. You must ask for a prompt through inspection by the carrier to insure that claims are approved. All Pro Solutions Inc. will provide any assistance required to aid in claim processing.

Claims for shortages must be made to All Pro Solutions Inc. within 3 working days of receipt of shipment.

◆ BACKORDERS

All orders for items not in stock will be backordered. Your All Pro Solutions sales representative will be able to keep you apprised of the status of your merchandise.

◆ WARRANTY

All Pro Solutions warrants its products to be free from defects for a period as follows:

- All Loader Mechanical Parts and Servocontroller 3 Years
- Electronic Hardware: Drive, MotherBoard+CPU; HD, Memory, FWCard, FWBridge (through manufacturer)1 Year
- Printers (through manufacturer, no warranty on print heads)1 Year
- Prism Plus printers (through manufacturer, no warranty on print heads)6 Months

This coverage starts the day item is shipped from our warehouse. All Pro Solutions shall not be liable for any incidental or consequential damages following the sale of any product. Merchandise that has been replaced during warranty period does not extend the warranty period past the original period. No warranty on the print heads.

◆ RETURN POLICY

1. Defective Product

To return defective Product during or outside the Warranty period, a Return Merchandise Authorization (RMA) number must be requested from All Pro Solutions prior to returning any Product to us. All Pro Solutions will require the following information in order to process the request for an RMA:

- a. Company name, telephone and fax numbers, and name of contact person
- b. Original invoice number for the Product to be returned
- c. Item number, description and Serial number of the product
- d. Explanation of the problem with the Product and reason for return

RMA numbers issued by All Pro Solutions will only be valid for 10 days following the date of issue.

RMA numbers must be prominently displayed on the shipping label. Do not write on the original box!

For defective Product which is returned for repair, the Product must be shipped to All Pro Solutions freight prepaid in the original packaging. If a product is returned without original packaging, customer will be charged the price of the box and, after repair, product will be shipped in a new box! During the first year of warranty, All Pro Solutions will pay the cost for shipping back the Product to customer (UPS Ground). During the second and third year of warranty, customer will support all shipping charges (both ways).

2. Non-Defective Product

To return non-defective product, a prior authorization from All Pro Solutions is needed.

Non-defective Product returned to All Pro Solutions for credit must be shipped to All Pro Solutions freight prepaid in the original packaging and must include all accessories, manuals and packing material. A Fifteen percent (15%) restocking fee will be charged for all non-defective Product returned in good condition within Thirty (30) days of original invoice. No refunds will be made for Product returned after Thirty (30) days from the date of original invoice. All Pro Solutions will not be responsible for any non-Warranty damage caused to the Product prior to its return to All Pro Solutions and will not refund or credit for any freight paid to return the non-defective Product.

All decisions regarding any refund will be made by All Pro Solutions at its sole discretion.

◆ PAYMENT

Upon shipment, All Pro Solutions will invoice for the order shipped. The invoice will include the price of the shipped product, cost of shipping and any applicable sales tax. Payment in full will be due within the terms stated on the invoice.

Unpaid invoices will accrue interest at 1.5% per month or maximum rate permitted by law.

◆ COLLECTION COSTS

In the event that any demand, suit or action is necessary to collect any outstanding invoice amounts due, All Pro Solutions may additionally recover all costs of collection, including reasonable attorneys' fees. \$25.00 service charge will be assessed on any returned check.

◆ IMPORTANT - PLEASE NOTE

All Pro Solutions Inc. shall not be liable under any circumstances for any special, consequential, incidental or exemplary damages, including, but not limited to damages for lost profits, loss of use for any damages or sums paid by the purchaser to third parties. The foregoing limitation of liability shall apply whether any claim is based on principles of contract, warranty, negligence or other tort breach of any statutory duty, principles of indemnity of contribution, or the failure of any limited or exclusive remedy to achieve its essential purpose or otherwise.