

## CRESTRON ELECTRONICS, INC. STANDARD TERMS & CONDITIONS OF SALE

Crestron sells only to its authorized dealers with current dealer agreement contracts. Possession of Crestron's price list does not constitute the right to purchase Crestron products.

All orders for Products are subject to acceptance by Crestron. No order shall be binding upon Crestron until so accepted. The terms of sale are Net thirty (30) days from date of invoice upon approved credit. However, Crestron reserves the right to ship C.O.D. or require prepayment if the Dealer's financial condition or credit history warrants the same. A 2% per month service fee shall be charged on accounts 30 days or more overdue. Minimum order is \$25.

Crestron shall not be affected by or responsible for any credit extended by the Dealer to its customers. Crestron shall have the right to cancel any order placed by the Dealer, or to delay shipment thereof, if Dealer fails, or has failed, to meet any of its payment obligations hereunder. Non-acceptance, cancellation or delay of such orders shall not be construed as a termination or breach of this agreement by Crestron.

Dealer shall be responsible to Crestron for payment for each shipment even if such shipment represents only a portion of products purchased under Dealer's purchase order.

Crestron reserves the right at its sole and absolute discretion to charge a 15% restocking fee, plus shipping costs, on orders placed and then canceled by the Dealer before or after shipment.

All prices are F.O.B. Factory, which are subject to change without notice and which cover components only. If a factory-programmed or custom system is required, a written quotation must be obtained from the factory.

Sales tax, or any other tax, is not included in prices published in this or any Crestron price list. The omission of tax should not be construed as basis for exemption. If used in a taxable manner, the purchaser bears the responsibility of remitting applicable taxes directly to the appropriate tax authorities.

### **MERCHANDISE RETURNS/REPAIR SERVICE**

No merchandise may be returned for credit, exchange, or service without prior authorization from Crestron. To obtain warranty service for Crestron products, contact an authorized Crestron dealer. Only authorized Crestron dealers may contact the factory and request an RMA (Return Materials Authorization) number. Enclose a note specifying the nature of the problem, name and phone number of contact person, RMA number and return address.

Products may be returned for credit, exchange or service with a Crestron RMA number. Authorized returns must be shipped freight prepaid to Crestron, 6 Volvo Drive, Rockleigh, NJ 07647, or its authorized subsidiaries, with RMA number clearly marked on the outside of all cartons. Shipments arriving freight collect or without an RMA number shall be subject to refusal. Crestron reserves the right at its sole and absolute discretion to charge a 15% restocking fee, plus shipping costs, on any products returned with an RMA.

On any products returned with an RMA, return freight charges following repair of items under warranty shall be paid by Crestron, shipping by standard ground carrier. In the event repairs are found to be non-warranty, return freight costs shall be paid by the purchaser.

### **RETURN FOR CREDIT**

Products returned for credit less than 30 days from date of shipment are not subject to a restocking fee provided the product is in original packaging, contains all accessories, and references a RMA number.

Products returned for credit 31 to 60 days from date of shipment require a replacement purchase order of equal or greater value to avoid a restocking fee. Products must also be returned in the original packaging, contain all accessories, and references a RMA number.

Products returned for credit 61 to 90 days from date of shipment require a replacement purchase order of equal or greater value, and are subject to a 15% restocking fee. Products must also be returned in the original packaging, contain all accessories, and reference a RMA number.

Product may not be returned for credit 90 or more days from the original date of shipment.

### **ADVANCE REPLACEMENTS**

Advanced replacement may be shipped upon request within 1 year from the original date of shipment, and must be validated by Crestron technical support.

After one year from date of shipment, products may be returned for repair under the standard terms of service, but advance replacements will not be offered.

Advance replacement returns (original, failed product) received after 60 days from the date of Return Merchandise Authorization (RMA) will be subject to a 15% restocking fee.

### **WARRANTIES**

Crestron Electronics, Inc. warrants its products to be free from manufacturing defects in materials and workmanship under normal use and service, as set forth in its warranties, located at: [www.crestron.com/warranty](http://www.crestron.com/warranty).