

## TERMS AND CONDITIONS

3727 Westgate Rd. - Grand Island, NE 68803 - Phone: 308.382.0262 - Fax: 308.382.0253

### Payment

Credit Cards: Use Visa, MasterCard, or Discover by phone, fax or online.

Open Account: Utilize our Net 30 Day terms. To apply for open account status, we require references from three trade references as well as your bank (see form included with this catalog or call us for an application to be faxed or emailed). Initial open account orders may be delayed 1-2 weeks due to the time necessary to collect credit information from references.

### Shipping

All orders are shipped F.O.B. Grand Island, NE. Shipments may not be sent to P.O. boxes.

Items Under 150 LBS: These items are generally shipped by UPS.

Items Over 150 LBS or Oversized Items: These items are shipped by common carrier.

### Returns

If you're not satisfied with your purchase from Trausch Dynamics, contact us within 30 days for a return goods authorization number (RGA#) and further instructions. No returns are accepted without prior authorization, and items must be unused and in their original condition including original box. Returns will not be accepted unless the RGA# is written on the outside of the package. A copy of the original invoice or packing list must also be included. All packaging and packing materials must be returned. Returned items not following the above guidelines cannot be considered for refund and may be returned to sender or discarded. Special order items are non-returnable. Consult a salesperson for classification of special order items.

Ship the merchandise and a copy of the invoice or packing slip freight prepaid via UPS or common carrier to:

Returns Department (RGA# \_\_\_\_\_)

Trausch Dynamics

3727 Westgate Road

Grand Island, NE 68803

Upon receipt, we will provide a replacement product or refund the merchandise price. Refunds will be issued in the original form of payment. A 5% processing fee will be added to those returns paid for by credit card due the fees incurred not controlled by our company. Freight charges are not refundable unless the return is due to our error. Special orders and custom products, including hose cut to specific lengths and custom made power units, are not returnable. Returns after 30 days will incur a restocking charge, and returns after 60 days cannot be accepted.

### Warranties

Many products are warranted by their individual manufacturers. For repairs covered under these warranties, please contact the manufacturer's service center nearest you. Warranty information for specific products is available from your sales representative. Please be aware that disassembling parts will void these warranties. Misused or misapplied items returned are not covered. An inspection fee plus shipping and handling will apply for all returns not due to a manufacturing defect.

Because we have no assurance of the purposes for which any of our products will be used, no warranty is given as to the fitness of any product for any particular purpose.

### Shipments

Damage Claims: If you should receive shipments that are freight damaged or missing due to a broken box, contact the carrier immediately to file a claim. As the shipper, we cannot file a claim for you.

Shortages: If you should receive shipments that are short on items ordered, we must be notified within five business days after receipt of order. All claims after five days cannot be processed.

### Additional Information

Pricing: All prices are in US dollars and are subject to change without notice, but we will advise you regarding any price differences prior to order shipment. We reserve the right to correct layout or printing errors.

Sales Tax: State sales tax will be added for Nebraska customers. Sales tax amount may change without notice during the checkout process.

Returned Check Fee: \$35.00