



Laser Pros International Corp. (LPI)

Consumer Policies and Conditions

www.LaserPros.com

Table of Contents

RETURN POLICIES..... 2

 Exchange Program Policy..... 2

 Return for Credit Policy: 2

 Warranty Return Policy: 3

 Damaged Shipment: 3

 Claims for Missing/Short Ship Product:..... 3

NEW ACCOUNTS AND CREDIT POLICIES: 4

 Opening New Accounts: 4

 Terms:..... 4

 Credit Hold:..... 4

Return all cores to:

Laser Pros International
1 International Lane
Rhineland, WI 54501

Contact Information:

RMA Department
RMAOffice@LaserPros.com
715-369-5995 ext. 3

AR Department
AR@LaserPros.com
715-369-5995 ext. 5

RETURN POLICIES

Exchange Program Policy

Cores for parts ordered on exchange are required to be returned within 30 days of the original order date. Cores returned must have a valid Return Merchandise Authorization (RMA) number and return address clearly printed on the package.

- Exchange product must be returned using an RMA number. RMA numbers are your packing slip number/order number/confirmation number located on packing slip or invoice copy, starting with ORD or EORD.
- A core bill will be assessed 30 days from order date for cores that are not returned on time or received improperly labeled. Cores may be accepted up to 45 days from the original purchase date.
- Cores must be returned using a traceable delivery service (FedEx, UPS, or USPS), as tracking numbers may be required to verify receipt. Customer is responsible for missing, damaged, or lost packages and claim must be filed with carrier.

Credit may not be issued for your return if:

- Cores are received after 45 days of original purchase date.
- Cores are returned with invalid information.
- Cores are non-repairable.
- Cores are improperly packaged; **LPI is not responsible for damage incurred in transit.**
- Customers will be contacted by RMA Department if the return is invalid. After contact, LPI will hold the product(s) for 3 business days to allow for any disputes. Once the 3 business days have lapsed, the product(s) will be disposed of and RMA will be closed. There will be no credit or return issued once the RMA is closed.

Return for Credit Policy:

Unused product can be requested be returned up to 30 days from the original purchase date. Before returning product, contact RMAOffice@LaserPros.com for an RMA number. Product must be returned within 7 days from RMA date.

- All parts must be returned with a valid RMA number.
- Products must be returned in the original sealed packaging. Original product packaging must not be tampered with, written on, or have return labels affixed to item. We recommend placing the item in an overpacked box to reduce damage.
- Customers are responsible for all freight charges. Products should be returned using a traceable service (FedEx, UPS, USPS), as tracking numbers may be required to verify receipt. Customer is responsible for missing, damaged, or lost packages and claim must be filed with carrier.
- Products returned for credit must be returned to LPI within 7 days of receiving an RMA number. After 7 days, RMA will be closed and product(s) cannot be returned.
- Products returned for credit will be assessed the greater of \$25 or 25% restock fee.
- If account is delinquent, credit will only be issued on account.
- Direct ship/Special ordered item(s) and consumables are not eligible for return for credit.
- Customers will be contacted by RMA Department if the return is invalid. After contact, LPI will hold the product(s) for 3 business days to allow for any disputes. Once the 3 business days have lapsed, the product(s) will be disposed of and RMA will be closed. There will be no credit or return issued once the RMA is closed.

Credit may not be issued for your return if:

- Product is received with an invalid RMA number or invalid part.
- Product is damaged or improperly packaged, **LPI is not responsible for damage in transit.**
- Product fails LPI review (used and/or packaging tampered with).
- Part is received after 7 days of receiving an RMA number
- Product tags/seals/barcodes are invalid, removed, or have been altered or tampered with.

Warranty Return Policy:

Any defective parts returned to LPI are subject to our warranty policy. Before returning this product, contact RMAOffice@LaserPros.com for an RMA Number. Warranty replacement parts are available provided your account is current and active (See *New Accounts and Credit Policies on page 4*). The warranty invoice will be credited when the following are satisfied:

- Reason for return must be verified by LPI Technical Support Team.
- All parts must have a valid RMA number.
- Replacement product(s) will be shipped the same ship method as original invoice.
- Products should be returned using a traceable service (FedEx, UPS, USPS), as tracking numbers may be required to verify receipt. Customer is responsible for missing, damaged, or lost packages and claim must be filed with carrier.
- Parts must be received within 30 days from the warranty claim date. After 30 days, RMA will be closed and product(s) cannot be returned.
- OEM/Aftermarket part(s) that are deemed as invalid warranty will be denied credit.
- LPI Remanufactured part(s) that are deemed as invalid warranty will be assessed a \$25 fee and will be deducted from the credit.
- Customers will be contacted by RMA Department if the return is invalid. After contact, LPI will hold the product(s) for 3 business days to allow for any disputes. Once the 3 business days have lapsed, the product(s) will be disposed of and RMA will be closed. There will be no credit or return issued once the RMA is closed.

For specific warranty period(s) please refer to the product details on www.LaserPros.com or contact RMAOffice@LaserPros.com, as exclusions may apply for all product warranty periods.

Credit may not be issued for your return if:

- Product tags/seals/barcodes are invalid, removed, or have been altered or tampered with.
- Items returned are beyond the warranty period.
- Items are received 30 days after the warranty claim date.
- Items contain damage received in return transit.

Damaged Shipment:

This policy pertains to product that is received by the customer that is visually damaged or dead on arrival (product does not work on install). Customers who receive product(s) showing visual damage or are dead on arrival should contact RMAOffice@LaserPros.com for an RMA number.

- All parts must have a valid RMA number.
- LPI is not responsible for product damage incurred in transit.
- Damaged claims must be made to LPI within 7 days of order receipt.
- Product must remain in original packaging at the customer's site for a minimum of 7 days after the claim is made to allow for the shipping carrier's inspection. Failure to hold product may result in denial of the damage claim. The carrier's decision is final and binding. All claims are processed in accordance to the carrier. Terms and conditions may change without notice.
- Upon verification of claim, customer will be contacted by the carrier or LPI to return or dispose of the product.
- Customers will be contacted by RMA Department if the return is invalid. After contact, LPI will hold the product(s) for 3 business days to allow for any disputes. Once the 3 business days have lapsed, the product(s) will be disposed of and RMA will be closed. There will be no credit or return issued once the RMA is closed.

Claims for Missing/Short Ship Product:

- Product shortage or lost items claims must be made to LPI within 7 days of order receipt.
- All shipment discrepancies will be verified through shipping details and inventory counts. Please allow up to 3 business days to process claims.

NEW ACCOUNTS AND CREDIT POLICIES:

Opening New Accounts:

To establish a new account and/or request credit terms, a Company or Individual must:

- Be based in the United States.
- Have a physical address, valid email address and valid phone number.
- Have a signed application on file regardless of terms.
- Have a valid US based credit card on file.
- Agree to supply Trade and Financial reference information.
- Allow LPI to search credit reporting services (does not affect credit reporting).
- Provide estimated monthly purchases.
- Your account will be charged sales tax in accordance to your state's tax laws. If you choose to become tax exempt, please contact your account representative or AR@laserpros.com to register.
 - Sales tax will continue to be charged until the application is completed and approved. Sales tax will not be credited on previously shipped or processed orders.

Terms:

LPI offers Net Terms to qualified customers based only in the United States. Please contact Accounts Receivable Department at AR@LaserPros.com or call 715-369-5995 ext. 5 to request forms for Net Terms. Customers may process shipments immediately with a valid US based credit card.

- Accounts must qualify for a minimum amount of \$10,000. Account under \$10,000 may purchase from LPI with a valid US based credit card.
- Credit limit will be determined through various processes. After 90-day, Company or Individuals may request a review for terms.
- Previous account information from LPI will be considered when deciding your application for credit. Data such as declined credit cards, delinquent cores/returns, open balances and purchase history may impact your application.
- Please allow 5-7 business days to complete credit analysis.
- LPI reserves the right to revoke terms for any reason.

Credit Hold:

Past-due accounts will be placed on credit hold and will be subject to a credit review. Any past-due amounts are subject to a service fee as stated on the invoice. All order(s), return(s) and/or replacement(s) will be held until account is back in good standing. Technical Support may also be held pending credit hold.

Customer accounts may be put on hold if:

- Checks issued are insufficient funds (Returned checks will incur a \$35 NSF fee).
- Declined credit cards.
- Exceeding credit terms and/or limit.
- Excessive delinquent payments.
- Outstanding core bills, fees and/or replacement invoice.
- Inactivity on account which is determined by Sales Department or Accounts Receivable.