

# TERMS AND CONDITIONS

Effective January 1, 2011

Global Tooling Solutions, Terms and Conditions

TERMS: Net 30 subject to credit approval

MINIMUM ORDER: \$50.00 net.

PRICING: Subject to change without notice

DELIVERY: All deliveries are F.O.B. Norwood Massachusetts warehouse.

RETURNS: A Return Authorization Number (RMA#) is required prior to returning any product to GTS.

New product returns must be made within 30 days of original shipment. C.O.D. returns cannot be accepted at our facility so please do not ship returns C.O.D. as they will be refused. Enclose a copy of the RMA# and a copy of our invoice or packing slip with your return. Be sure to include any manuals and/or certifications and pack returns in original packaging. Pack well to avoid damage. Failure to adhere to these requirements can result in rejection of the return or credit reduction. All other returns are subject to a 15% restocking fee with a minimum fee of \$8.00.

SHIPMENT ERRORS: Any shortages or discrepancies in shipment must be reported within 48 hours of receipt.

DAMAGED SHIPMENTS: Inspect all merchandise while the driver is present and make notes of visible damages and discrepancies. Contact your local office for UPS, FedEx, and truck shipments and file a report immediately. Keep all damaged goods in the original packaging for inspection. Do not discard any packing materials. Failure to take these actions might waive your claim. Notify us as we will be glad to assist you with your claim.

LIMITED WARRANTY: All tools are warranted against manufacturer defects and workmanship for one year from date of purchase. During the warranty period, we will repair or replace defective items. Modifications to items, normal wear and tear, and consumable items are not covered by this warranty. We make no representation or warranty, express or implied, and disclaim any express or implied warranty, including warranties of performance, merchantability, fitness, durability and suitability, arising out of or in connection to the sales, manufacturing, delivery or use of any products described in this catalog.

