



## Customer Guidelines

### Terms:

- ◆ Visa & MasterCard Accepted
- ◆ 1% 10 Net 30 Days, to Accounts with Approved Credit
- ◆ COD Terms available for all accounts pending credit approval
- ◆ PST Extra (unless Exemption Number on file)
- ◆ All orders are FOB Elreg
- ◆ A SERVICE CHARGE of 2% will be applied to ALL Outstanding Balances in excess of 30 Days

### Warranty:

- ◆ All products sold by ELREG are warranted to be free from defects caused by faulty materials or poor workmanship.
- ◆ Refer to 'Warranty Policy' for length of warranty for each product type.
- ◆ OEM warranty policies are used where applicable and are as per the OEM's guidelines. These warranties are limited exclusively to the replacement of the product.
- ◆ ELREG assumes no liability for damage or expense caused by or related to the failure of products other than the value of the product.
- ◆ All warranty returns must be submitted via the 'Product Returns' process and have an RMA.

### Core Policy:

- ◆ Products with core charges are invoiced on an outright basis.
- ◆ All core returns are to be shipped prepaid. No collect shipments are accepted.
- ◆ Core returns must be accompanied by a packing slip.
- ◆ Surplus or over-returned cores will not be banked by ELREG.
- ◆ 90 days are allowed for core returns to be eligible for full credit.
- ◆ NO CORE BANK is maintained for the customer.
- ◆ All cores are subject to inspection and approval.

### Product Returns:

- ◆ An RMA form and number must be obtained prior to the return of any product.
- ◆ Only items approved for return on the RMA will be accepted and processed.
- ◆ Product returns are to be shipped prepaid. No collect shipments will be accepted.
- ◆ A 20% re-stocking fee will be charged on any new product returns, unless previous arrangements have been made.
- ◆ Authorization to return goods must be requested within 30 days from date of purchase .
- ◆ Line items with a value of less than \$25.00 will not be processed for return.

### Pricing:

- ◆ Unless otherwise specified, all prices are single unit prices. Discounts may apply when multiple quantities are purchased.