

TERMS & CONDITIONS FOR WEBSITE ORDERS



1. All orders are subject to final review before acceptance by **APPLIED IMAGE, Inc.**
2. The anticipated delivery schedule will be noted on your order confirmation. In the event a standard item is out of stock, the lead-time is normally one to two (2) weeks.
3. Close-out items are available in limited quantities. Once inventory is depleted on Close-out items, the item will be available as a custom manufactured component which then will be subject to Applied Image Custom Manufacturing pricing and/or Set-up charges.
Please call to find out availability on Close-out items before ordering or to find out the Custom Manufacturing pricing and Set-up charges.
4. Cancellation of any confirmed order is subject to a Cancellation Fee.
5. Should item(s) received not conform to **APPLIED IMAGE** specifications, they may be returned for exchange. Contact **APPLIED IMAGE** within ten (10) business days for proper return procedure.
The replacement item(s) will be shipped at no additional charge once non-conformance of the original shipment has been established.
6. In the event your merchandise is received damaged due to shipment, please contact **APPLIED IMAGE** within five (5) business days after receiving the shipment. **APPLIED** will instruct you on the correct procedure to return the damaged merchandise for replacement.
The item(s) must be returned to **APPLIED IMAGE**. Once received and inspected for shipping damage, **APPLIED** will send new replacement item(s) at no charge.
7. If you are not satisfied with your purchase for reasons not covered under Sections No. 4 or 5 state above, the item(s) may be returned for credit towards another purchase. Item(s) must be returned within ten (10) business days to **APPLIED IMAGE** in the original packaging and be re-inspected for re-stocking acceptance. A Restocking Charge of twenty-five percent (25%) will be deducted from the credit balance.
No refund or credit will be given for the shipping and handling fees related to the original purchase.
8. Quoted price excludes any local or state taxes within the U.S.A.
9. **APPLIED IMAGE** is required to collect all New York state sale taxes for orders being shipped within New York state. If the merchandise being ordered has tax-exempted status, please provide your tax-exempt number.
In U.S. states, territories and possessions outside New York state, it is the responsibility of the purchaser to file and pay all sales taxes to their appropriate government tax agency where applicable.
10. Quoted price excludes any and all export / import taxes and / or local government duty charges associated with any merchandise being exported from the U.S.A. into another country.
11. Shipping: F.O.B. **APPLIED IMAGE** facility, Rochester, NY - shipping & handling charges to be added to invoice.
12. Method of shipment: at **APPLIED IMAGE** discretion. (unless specified)
13. Payment Terms: total payment for all items including the shipping & handling fees must be paid or credit arrangements approved prior to all shipments.

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