

# Terms & Conditions

**PI Manufacturing Corp.**  
20732 Currier Road, Walnut, CA 91789  
Tel: (909) 598-3718 Fax: (909) 598-1430  
[www.pimfg.com](http://www.pimfg.com) e-mail: sales@pimfg.com

## **TERMS & CONDITIONS**

1. INVOICE - THE Buyer hereby orders from PI MANUFACTURING CORPORATION here in after referred to PI as the product(s) listed above.
2. PURCHASE PRICE - The BUYER agrees to pay the total purchase price as specified.
3. DELIVERY - Delivery should take place at PI unless otherwise specified in writing on this document.
4. INSPECTION - The BUYER should inspect the product(s) at delivery and should notify PI of any defects or discrepancies within 3 days of receipt of product(s).
5. TITLE AND RISK OF LOSS - Title and risk of loss or damaged to the products shall pass to the BUYER on the date of shipping product to the BUYER.
6. LIMITED WARRANTY – PI provides 90-day limited warranty for the quality of all its products in materials and workmanship. During this period, PI will repair or replace all merchandise, which proved to be defective. Some products have 1-year limited manufacturer warranty. PI will not warranty any product which has been subjected to improper freight Handling/shipping abuse, neglect or unauthorized repair or installation. The warranty also will not cover products installed with Non-PI components and product with broken sealed and assembly trace. After replacement of RMA, PI reserves the right to request the total cost of the replacement products with broken seals or assembly trace.
7. ALTERATIONS, MODIFICATIONS AND ATTACHMENTS. Any alteration, additions, improvement or attachment on the products not authorized in writing by PI shall solely be at the BUYER'S own expense and risk. If operations of the products is affected in any way by alterations, improvements, modifications or installation, the warranty shall be deemed waived by the BUYER and PI shall have no further obligations to the BUYER.
8. MERCHANDISE RETURN POLICY - Should a product(s) fail during the warranty period, certain procedure should be followed for PI to serve the BUYER more efficiently.
  - (1) Call the RMA department at PI to obtain a RMA number. RMA numbers will only be issued by phone or fax service. Walk-in customers without pre-issued RMA numbers will not be served. RMA numbers will be voided, if defective merchandise had not been received by PI within 14 days after a RMA number is issued. Any merchandise return without a RMA number will be returned. The following must be available to request a RMA number:
    - a). Invoice date & number.
    - b). Product description and serial number.
    - c). Detailed reason for return.
  - (2) Requirement for the RMA processing:
    - a). A copy of original invoice with item and serial number.
    - b). A detail note detailing all problems.
    - c). All returned product(s) must be packed in the original packaging. Improper packaging may void warranty.
    - d). RMA number clearly marked on mailing label and shipping containers.
    - e). Shipped defective product to PI with freight prepaid.The BUYER who does not comply with the above requirement will delay RMA processing. Repair or replacement will be made as soon as returned merchandise is received.
9. RETURN FOR CREDIT –
  - (1) All sales returns must be processed through PI representatives. A RMA number will be issued for credit returns. Your sales representatives should issue you a credit memo number.
  - (2) Any returned merchandise will not be accepted unless it is unused and packed in the original container with complete parts manual and accessories.
  - (3) To receive credit, product(s) must be return within 15 days from the invoice date. A minimum of 15% will be charge as a restocking fee against any return merchandise.

---

Initial

10. DAMAGE ON ARRIVAL (DOA) - For all DOA products, the BUYER is required to call for a RMA number within 30 days of the receipt date.

11. LEAD TIME OF SERVICE -

- (1) All replacements are subject to stock availability and will be handled within 72 hours. Otherwise, please keep in mind that 2-3 weeks of estimated lead-time will be applied.
- (2) All shipment returned to the BUYER will be by UPS Ground. The BUYER is responsible for the difference of the freight charge.

12. SERVICE CHARGES-

- (1) PI hourly labor rate - \$40.00(minimum 15 minutes)
- (2) Product returned without deficiencies – 15% to 20% of product value.
- (3) Non-PI product(s) – Charge freight and handling (\$10 plus shipping).
- (4) Out of warranty product(s) - \$10.00 per item plus freight.
- (5) Refused shipment without valid reason - \$15.00 charge plus freight.

13. CANCELLATION - Cancellation of order may be subject to a 15% of total order amount.

14. DISHONOR CHECK - \$25.00 will be charged for each return check.

15. LATE CHARGE – No Late Charges.

16. PI sustains security interest on the merchandise stated above. Venue shall lie in the Los Angeles County, California, and the rights and obligations of the parties hereto shall be constructed and enforced in the state of California.

17. The buyer agrees to pay all of PI's cost related to the collection of any sum due, including overhead allocated to employee efforts and any legal fees and expense incurred.

18. ENTIRE AGREEMENT - This document constitute entire Agreement between the BUYER and PI. It is intended as a complete and exclusive statement of the term used in this agreement and no course of prior dealing between the parties and no usage of the trade shall be relevant to supplement or explain any term used in this agreement. No agent, employee or representative of PI has authority to bind PI to any affirmation, representation or warranty concerning the product sold under this agreement, unless the same is included within this written agreement. This agreement may be modified only by a written agreement signed by the parties hereto or by their duly authorized agents. Waiver by PI of any provision hereof in one instance shall not constitute a waiver as to any other instance.

Please sign below to accept Terms and Conditions

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

(Please attach a copy of your resale permit issued by your state. Thank you.)