

8515

TRIAID Inc.
Ordering Information and Terms of Sale

How to Order:

Phone

800 306 6777

301 759 3525

Customer service representatives available

Monday-Friday 9.00am-5.00pm ET

Fax

301 759 3525

24 Hours - 7 days

Mail

P.O. Box 1364

Cumberland, MD 21501-1364

Payment Methods:

Payment with order: No personal checks accepted. Please do not send cash. Payment must be by Certified or Cashier's Check, VISA/MasterCard Credit Card, Money Order or COD. (Checks should be made payable to TRIAID Inc. and sent together with a completed Order/Quotation Form).

Net 30 Day Billing: 30 days credit is extended to Government Agencies, Schools, Hospitals, etc., which place their order via a bona-fide purchase order.

Dealer and other Supply Companies: Only those companies with an approved credit application on file can obtain a net 30-day open account. Invoices that are not disputed within 30 days are considered to be accurate and accepted. Overdue invoices are subject to the maximum allowable interest charges.

Price/Specifications:

This price list supersedes all previous price lists. Prices and specifications are subject to change without notice. All prices are in U.S. Dollars (\$). Shipping & handling is FREE on all Retail Orders for delivery within Continental U.S. Shipping to outside the 48 States is at cost. Quotations for shipping costs can be provided upon request.

Shipping:

Please allow a minimum of 4-6 weeks for delivery. Special order items may take longer. All goods are shipped via UPS Ground Service. **INSPECT THE GOODS BEFORE SIGNING THE APPROVED CARRIER'S CONSIGNMENT NOTE.** If any damage is evident, sign consignment note as "damaged", "unexamined" or refuse delivery. If the damage is concealed and discovered upon opening, save the outside carton, call the delivery agent within 3 days and ask for an inspection. They will verify the damage and give you a "Damage Report". Please forward this to us immediately for processing and return shipping instructions.

Warranty:

TRIAID warrants that all products shall be free from manufacturing defects for a period of 24 months from the date of shipment. In the event of a defect in the Goods supplied becoming apparent within a period of 24 months from the date of shipping, TRIAID's obligation under this guarantee is limited to repair or replacement of any or entire unit at our option, provided that it has been properly maintained and has not been tampered with or repaired by unauthorized individuals. This guarantee does not cover normal wear and tear, cost of inconvenience, property damage, abuse, accident or similar incidents. Items of a consumable nature will not normally be covered during the 24 month warranty period unless such items have suffered undue wear as a direct result of any original manufacturing fault. These items include amongst others, tires, upholstery, inner tubes, brakes and similar parts.

Money Back Guarantee and Returned Goods Policy:

1. All returns must have prior authorization that will be provided upon request. Call Toll Free 1-800 306 6777 for authorization number.
2. Purchasers have a total of 21 days maximum to return any equipment that is not satisfactory. All returns must reach our facility by the 21st day past Invoice/Shipping date. Any returns received after the 21st day will automatically be charged a 10% restocking fee, damages (if any) and ship-to costs.
3. All return shipping must be made via UPS Ground Service - shipments other than UPS will not be accepted. Return shipping costs are NOT the responsibility of TRIAID Inc. unless with prior approval. No C.O.D.'s accepted.
4. Original packing material should be used where possible to limit damage on returned goods. Damage caused by incorrect use or poor packaging in return shipments will be charged.

Non-Delivery:

Liability for non-delivery of goods will not be accepted by TRIAID unless it is notified within 10 days of the Shipping/Invoice Date. The Purchaser shall inspect the Goods immediately upon delivery. Any shortages, breakages or defective Goods must be reported in writing to TRIAID. If the Purchaser shall not give notice within such a period the Goods shall be presumed to have been accepted by the Purchaser.

Conditions:

Since results obtained with the use of our products depend on circumstances beyond our control, we cannot assume, and we disclaim, responsibility for expense, damage or injury of any kind with the use of the equipment or materials sold and/or made by TRIAID Inc. Failure to notify us before ordering shall constitute acceptance of the above conditions of sale.