



# TERMS AND CONDITIONS

## Contact Information

Customer service hours: 8:00am - 4:00pm CST, Mon.- Fri.  
Technical service hours: 7:30am - 4:30pm CST, Mon.- Fri.  
Customer service & technical support email: [adi@adipanel.com](mailto:adi@adipanel.com)  
Customer service & technical support telephone: 715-834-9595

**Prices** All prices are in U.S. dollars (\$ USD). City, state, federal sales and use tax will be added to the price when required. All applicable international customs or banking transaction fees will be charged to the customer.

**Sales and Use Tax** All Wisconsin residents need to remit 5.5% sales tax. ADI does not remit sales tax to states other than Wisconsin. Any sales and use tax due that is not collected by ADI is the responsibility of the customer.

**Terms** Cash, credit card, pay pal or C.O.D.

**Delivery** Delivery is subject to transportation, vendor material procurement, labor negotiations, government action contingencies and all other causes beyond ADI's control. The occurrence of such contingency relieves ADI of performance by mutual agreement.

**Warranty** ADI agrees, represents, and warrants that the equipment delivered is free from defects in material and workmanship. Such warranty does not apply to accessories, parts or material purchased by ADI unless these items are manufactured pursuant to ADI's design. This warranty does apply to the workmanship incorporated in the installation of such items in the assembled equipment. ADI's obligation under this warranty is contingent upon the return of the defective equipment. The Buyer must provide reasonable proof to ADI that the defect is due to a matter embraced within ADI's warranty prior to the return of the equipment. Any such defect in material and workmanship must have become apparent and the Buyer must notify ADI of such defect within one year after delivery. The Buyer will prepay transportation charges to ADI's factory in Eau Claire, Wisconsin for the returned equipment. Warranty will not apply if the equipment has not been operated and maintained in accordance with ADI's instructions applicable to such equipment, or if such equipment has been repaired, altered or modified without ADI's approval. The extent of ADI's liability under warranty is limited to the repair or replacement of any defective accessory, part, or material with a similar item free from defect and the correction of any defect in workmanship. ADI retains the right to determine if defective equipment is repaired or replaced. This warranty does not extend to loss of use or consequential damages and does not include customer furnished equipment.

**Out of Warranty Repairs** Products returned for repair require a Return Merchandise Authorization (RMA) number. Contact customer service to obtain an RMA number. The RMA number must be prominently displayed on the outside of the shipping box. A packing slip listing the RMA number, a content list, and a detailed description of the problem should be included with each returned

item. All returned products must be sent prepaid freight. After the returned item is processed, the product will be shipped back to customer via UPS ground. ADI retains the right to determine if a product is repairable. Products determined not to be repairable will be returned to the customer.

**Out of Stock** Products ordered and prepaid which are not available for immediate shipment will be shipped as they become available.

**Return for Credit** Products returned for credit must be returned unopened within 30 days from the purchase date. A restocking fee equal to 50% of the purchase price will be assessed for all returned items. Contact customer service to obtain an RMA number. The RMA number must be prominently displayed on the outside of the shipping box. A packing slip listing the RMA number, a content list, and a reason for the return should be included with each returned item. Returned products must be sent prepaid freight.

**Shipping** No additional charge is made for standard packaging unless otherwise stated. Standard packaging is cardboard box. Additional fees are assessed if wood crates or other special packaging is requested. Special charges apply to export packaging. All products are shipped F.O.B Eau Claire, Wisconsin. Standard shipping option is UPS ground. Express shipping option is UPS next day. All shipping costs are paid by the buyer.

International shipments to Canada, Mexico, Caribbean, Europe, Asia, Middle East, and South America will be sent via UPS or DHL. All international orders are exported from the US in accordance with the Export Administration Regulations. Diversion contrary to US law is prohibited. An additional charge will be included for processing and invoicing. All duties and taxes will be the responsibility of the customer.

**Shipping Claims** Title to all shipments passes to the Buyer upon delivery to the common carrier at the F.O.B. point (Eau Claire, WI). The buyer must file all shipping related claims with the common carrier within 30 days from shipping date.

**Privacy** Automation Displays collects your personal information for the purpose of filling your order. We will never sell this information or share it with any third party. Any credit card information you transmit through our web site is protected through encryption. We retain your credit card information in an encrypted and secure location only as long as is necessary to complete your order. If you have any concerns about our privacy policy or how we use your personal information, please email [adi@adipanel.com](mailto:adi@adipanel.com).

**General Terms and Conditions** Products sold by Automation Displays, Inc. (ADI) are not authorized for use as critical components in life support devices or systems. A critical component is any component of a life support device or system whose failure to perform can be reasonably expected to cause the failure of the life support device or system or to affect its safety or effectiveness. Any attempt to purchase any ADI product for that purpose is null and void. ADI accepts no liability whatsoever in contract, tort, or otherwise, whether or not resulting from ADI or ADI employees' negligence or failure to detect any improper purchase.

**Automation Displays, Inc.**

**3533 N. White Avenue, Eau Claire, WI 54703**

**Telephone: (715) 834-9595 Fax:(715) 834-9596 [www.adipanel.com](http://www.adipanel.com) email:[adi@adipanel.com](mailto:adi@adipanel.com)**

Terms&Conditions.indd 030508