

CURTIS CONNECTIONS

TERMS AND CONDITIONS

SATISFACTION GUARANTEE

All stock merchandise has a 30 day return policy.

ORDERS

Orders are filled pursuant to the request of the purchaser. In no event can it be canceled after the merchandise has been shipped. Purchase Orders with custom cables can not be canceled after the raw materials have been ordered. Per our understanding the prices set forth herein reflect the prevailing price at the time of shipment. A Hard Copy of the Purchase Order must be mailed to Curtis Connections.

PRICE

The price of the product purchased shall be set forth in Curtis Connection's price list less any applicable discount. Curtis Connection's price list is subject to change without notice. Prices do not include freight, insurance, customs duties or similar charges.

TAXES

Purchaser is liable for any taxes or charges imposed by State, Federal and/or local government which are payable by reason of the sale or deliver of merchandise. Customer shall provide Curtis Connections with a duly executed resale or tax exempt certificate in a form set forth under applicable law or regulations.

PAYMENT TERMS

Payments to be received by CURTIS CONNECTIONS within Terms given per date of Invoice.

Mail payments to:

Curtis Connections
P.O. Box 50540
Provo, Utah 846050540

DELINQUENT PAYMENTS

When an account becomes thirty (30) days delinquent of Terms given, the account is on "HOLD" until payment is received in house. When the account becomes **60 days delinquent** of Terms issued, the account is placed with a Collection Service. Any balance so remaining unpaid shall bear interest at the lesser of the rate of 1.5% per month (18%A.P.R.) or the maximum rate permitted by applicable law until paid in full. In the event that any suit or action is instituted to collect amount due on the account, whether principle of interest or both, customer will pay in addition to the amount owed, all legal fees incurred, including a reasonable sum for attorney's fees. This is a continuing guarantee, and the obligations created hereby are unaffected by any change in the terms of the original indebtedness between **CURTIS CONNECTIONS** and the applicant.

PRODUCT WARRANTIES

All Curtis Connections molded cables, OEM cables and manual switch boxes come with a lifetime warranty. Custom built cables, assemblies, automatic switch boxes, fiber optic, network products, connectors and tools are guaranteed for sixty (60) days or for the applicable manufacturers warranty period.

RETURN POLICY

To return merchandise sold by Curtis Connections, all customers must call Curtis Connections for a Return Merchandise Authorization number. Call 1-800-877-1985, please have the following information ready:

- a. Company Name
- b. Copy of packing list with invoice number.
- c. Item number, description, quantity and Unit price
- d. Explanation regarding the nature of the problem.

RMA numbers issued by Curtis Connections are valid for only thirty (30) days from date of issue. RMA number must be prominently displayed on the outside of the shipping carton(s) containing the return merchandise. Return goods must be shipped freight prepaid in the original packaging and must include all accessories, manual and packing materials. Additional charges equal to manufacture charges to Curtis Connections will be applied if any of the above items are missing. Products returned to Curtis Connections marked C.O.D. will be refused. Returns should include a packing slip or copy of the original invoice to insure proper handling. All repaired and exchanged units will be shipped back to the customer freight prepaid. Curtis Connections RMA policy does not cover physical damage resulting in improper handling and use of the product. Upon receiving and inspecting the product, Curtis Connections will repair and/or issue a credit memo.

RESTOCKING

The is a restocking fee for all non-defective merchandise returned within ninety (90) days of purchase

CUSTOM CABLES

All custom cables are "NON RETURNABLE". A cable ordered incorrectly may in some cases be reconfigured at the customers expense.