



Terms and Policies

Payment:

Payments from USA based organizations can be made by credit card, wire transfer, check in advance, or by establishing credit terms. Payments from outside the USA, are usually made by wire transfer to our bank. Please request details for bank transfer information.

Terms of Payment for credit (for USA based organizations only) are net 30 days from the date of invoice unless otherwise stated. A Credit Application must be completed prior to receiving payment terms. Allow approximately ten days for credit approval. Kintronics reserves the right to demand payment prior to shipment if in Kintronics' judgment Purchaser's financial condition or other payment uncertainty warrants it. In the event Purchaser fails to make payment when due or defaults, Kintronics may: (a) suspend credit and delay future shipments until terms are met; (b) Alter the terms of payment; (c) Cancel any order then outstanding and receive reimbursement for cancellation and/or billback charges as applicable; (d) Add finance charges (e) Place account into collection (f) Pursue any other remedies available by law

Finance Charge:

If Purchaser fails to pay invoices for Products when due, then in addition to any other remedies available to Kintronics under this agreement or allowed by law for that default, Purchaser shall pay an additional monthly finance charge equal to the lesser of: (a) of one and one half percent (1.5%) per month of the unpaid balance (plus any other fees), or (b). the maximum monthly interest rate allowed by law; on any amounts past due, chargeable during each month that payment remains outstanding.

Collection and other Remedies for Delinquent Accounts:

If payment is not received within 60 days, and the Purchaser has not made a good faith effort to provide payment, Kintronics has the option of placing the account into collection. We may also take any legal action we deem necessary to receive payment due to us. Any additional charges accrued for collection or legal services will be added to the total outstanding amount.

In addition, if Kintronics, Inc retains an attorney, commences any action, or otherwise seeks to enforce this agreement, Purchaser agrees to pay court costs, collection costs and attorney fees incurred by Kintronics, whether in court or out of court. All actions, proceedings or suits brought by any party, will only occur in a state or federal court within Westchester County, of the State of New York.

Warranty Policy:

All equipment manufactured by Kintronics comes with a one-year warranty. All warranty activity and returns under warranty must be authorized by Kintronics. A Return Material Authorization Number (RMA Number) must be requested by telephone or E-mail. No merchandise will be accepted by Kintronics without an RMA Number. The failed component must be returned to us to receive credit. In some cases, it may be necessary to return the complete unit to Kintronics for repair. The unit must be packaged so that it is not damaged in shipping. We make every effort to return the unit promptly or provide a replacement unit to you as soon as possible. Kintronics is not responsible for any CD-ROM or DVD-ROM discs or data that may be left on hard drives sent back to Kintronics. It is the customer's responsibility to remove or save any data on disks.

Purchaser may return certain purchased Qualified Equipment within a thirty (30) day evaluation period. Kintronics will notify Purchaser before sale whether or not specific equipment is Qualified Evaluation Equipment. The thirty day period starts the day the equipment is received by the customer. During this period, the Purchaser may evaluate the equipment to assure that it meets the Published Specifications provided by Kintronics. If the Purchaser can demonstrate that the Published Specifications are not met, the Purchaser must contact Kintronics in writing prior to the end of the Thirty Day period to request a Return Material Authorization Number (RMA Number). Authorization for Return is granted at the sole discretion of Kintronics. No Equipment will be accepted by Kintronics without an RMA Number. All Equipment must be returned to Kintronics freight prepaid by the Purchaser. If all conditions of return are met, the customer will receive full credit less shipping costs.

To receive full credit, all Equipment must be returned as originally received in the original packing material and boxes. All cables, power cords, terminators, documentation, electronic media, mounting hardware, etc. must be returned in the original packing material and boxes. The RMA Number must be shown on the address label of all packages to be returned. **No markings of any kind may be placed directly on the packaging or boxes.** Purchaser may be charged for any missing, defaced or damaged unfit for use boxes, packing materials, software, power cords, or equipment. Acceptance of any of these items is at the sole discretion of Kintronics. Unless otherwise notified, return equipment to: Kintronics, Inc.

Attention RMA ...
500 Executive Boulevard
Suite 202
Ossining, NY 10562