

Binder Products

Binding, Laminating & Paper Handling Equipment & Supplies
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Chino, Calif 91708

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Terms and Conditions

Payment Terms:

All Invoices must be paid in Net 30 days unless additional terms have been agreed upon prior to sale. Invoices that are late are subject to a 2% late fee. Accounts/Invoices past 60 days are subject to loss of credit Binder Products. All used equipment sales must be paid in advance.

Returns:

Binder Products accepts product returns due to manufacturer/product malfunction, defect in material workmanship, or damaged merchandise. Binder Products does not accept returns due to customer negligence, mis-use of products, change of mind or similar reasoning not related to the function of the equipment. Binder Products does not guarantee equipment to function or operate outside of manufacturers stated specifications. Customer is responsible for due diligence in researching & determining suitability of products being purchased. Any customer attempting to return products that are not defective are subject to a 25% re-stocking fee of the original paid price. 25% restocking fee applies to all products including equipment, supplies & custom products. However, no re-stocking fee will be charged to customers who return the product due to manufacturer/product malfunction, defect in material workmanship or damaged merchandise, so as long as the product is returned in original new condition & contains new original packaging, undamaged. Any parts/product that are missing will be charged full retail price to the customer. Customer is responsible for all freight costs to and from destinations.

No new machine purchases can be returned without proof of a defective product. All sales are considered final unless proof can be furnished that equipment is defective. Binder Products makes all efforts to determine if the product is damaged and/or defective from the factory or if it's customer mis-use.

All **used/pre-owned or refurbished equipment** is guaranteed to leave our facility in good working condition. A 30 day parts warranty is standard for table top equipment. This warranty does not apply to negligence by the user or mishandling or damage by freight companies. All appropriate actions must be taken to process any claims with regards to damage in transportation. Claims must be filed & handled by the receiving party & must be noted on paperwork/bill of lading when receiving products. Do not sign off on any damaged shipments without notating it on paperwork.

It is the customers responsibility to determine machine suitability & function prior to purchase. No returns will be accepted on the premise of suitability or change of mind. Binder Products does not represent the equipment to operate outside of manufacturer specifications. All questions of suitability must be handled prior to purchase.

All used equipment sales are final. Binder Products does not support any used equipment products beyond manufacturers capabilities, deadlines, life expectancies or cut off periods. Binder Products can only support equipment products based on the availability of manufacturers support. Binder Products is a dealer not a manufacturer. Any additional warranties or conditions must be agreed upon prior to sale & stated in the invoice.

Automated Equipment Products come with a standard 30 day warranty. Warranty includes equipment leaving our facility in good working condition and running under manufacturer specifications. Training and/or installation is the responsibility of the customer and not part of our warranty. Binder Products is not responsible for freight mishandling, and our warranty does not cover freight claims. It is the responsibility of the receiving party to note & handle all and any damages caused by freight companies and to process such claims.

If there is no visible damage to packaging and equipment & equipment is not functioning properly then it is the responsibility of Binder Products to dispatch technicians to bring equipment up to manufacturers guidelines & good operating conditions.

Shipping Methods:

Most items under 100 lbs. are shipped, unless otherwise specified, using UPS or FEDEX.

Items over 100 lbs, or those requiring special handling, are shipped via truck.

Shipping charges for trucked items are calculated for a commercial delivery, which is considered to be "dock to dock".

The transportation company may assess additional charges for services that extend beyond delivery of the equipment to the destination, for example an additional charge for a Residential Delivery, and Inside

Delivery, or a Limited Access Delivery may be charged.

Sales Tax:

Sales tax will be charged at the local tax rates in the State of California. Customers in other states are advised to check with the appropriate state agency to determine sales tax liability and payment.

Payment Methods:

Binder Products accepts government purchase orders, all major credit cards & payment in advance via company check, money order/cashier's check and wire transfers. All customers who are not under terms must have their funds clear the bank prior to shipment. A 3% upcharge may apply on all credit card transactions over \$5,000.