

RETURN POLICY:

Return Authorizations: A return merchandise authorization (RMA) number must be obtained from our customer service department prior to return. This number must be marked on all documents related to the return, as well as clearly visible on the outside of any package(s) being returned. All material must be returned within thirty (30) days after authorization is received. Products must be new, unaltered, in original cartons and in re-saleable condition. Return freight is to be prepaid by the customer, unless otherwise authorized in advance. Product must be standard catalog items. Merchandise that is custom ordered, non-standard, or obsolete is not returnable for credit. Credit will be issued at the price(s) originally invoiced or at the current selling price and will be given in the form of a Credit Memo and not cash. All returns are subject to inspection of quality and count. No credit will be authorized or implied until BAI Distributors, Inc. or the manufacturer performs an evaluation. The invoice value of the product to be returned must be no less than \$50.00 to qualify for an accommodation return. Refused shipments will be charged a 25% restock fee plus all applicable shipping charges. A refused shipment will cause the customer to lose any open account terms with BAI Distributors Inc.

Flat Panel Equipment (LCD & Plasmas), Duplication Equipment, Projectors, Bulbs or Screens may not be returned for any reason.

Sale of closeout and special order items is final; NO EXCEPTIONS.

Warranty: All manufacturers' warranties apply. BAI Distributors, Inc. will provide advance replacements for out of carton failures for 30 days from date of shipment if inventory is available. After thirty (30) days, customer must return units to respective factory for necessary repairs. BAI Distributors, Inc. accepts no responsibility for factory warranties or repairs after thirty (30) days.

Loss Or Damage In Transit: BAI Distributors, Inc. will carefully pack and inspect all orders before shipment. However, our responsibility ends when the respective carrier issues its receipt of the shipment from us. All claims are the responsibility of the consignee; BAI Distributors, Inc. will not file claims on consignee's behalf. We recommend that you promptly open the carton(s) and inspect the shipment upon its delivery to you. If any product is missing or damaged, make notations to that effect on both the carrier's and your copies of the freight bill and delivery receipt. If you discover damages after delivery, immediately report the damage to the carrier and request an inspection. The length of time allowed to report concealed loss or damage varies in different sections of the country and with different carriers, but in many instances it is less than 15 days after delivery. Published carrier rules should be read carefully. The carton and packing materials, as well as the damaged products should be held for inspection. You will also be required to file a written claim with the carrier within nine (9) months of the date of delivery. **BAI Distributors, Inc. will not accept return of merchandise damaged in transit.**