

# ACCURATE

LOCK & HARDWARE



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WARRANTY | TERMS & CONDITIONS  
CANCELLATION & RETURN POLICY



## Warranty

Accurate Lock & Hardware warrants its products for a period of one year.

This warranty covers the product in full, for repair or replacement; any and all costs incurred other than the locks or hardware are excluded.

If a problem occurs after the expiration of the warranty period, Accurate will, in most cases, remedy the problem on a basis of good will.

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Ronald M. Salvatore

RMS/ma.



## **TERMS AND CONDITIONS OF SALE**

### **ACCEPTANCE**

Accurate Lock and Hardware Co., LLC reserves the right to decline an order, in whole or in part, when the type or quantity of goods or credit worthiness of the Purchaser is not satisfactory to us in our sole and absolute discretion.

Purchase Orders, Quote Requests, Acknowledgements or the like issued by the Purchaser that have contrary standard terms and conditions are not binding on Accurate Lock and Hardware Co., LLC.

Orders will be confirmed upon receipt of all necessary information and will be processed as shown on the order confirmation unless any changes or revisions are acknowledged prior to start of production.

At the request of the customer or for clarification purposes, Accurate Lock and Hardware Co. may produce drawings for approval. Accurate Lock retains all rights, including the exclusive right of use. Possession of such drawings by the customer does not convey to the customer any rights.

### **PRICES**

All prices are subject to change without notice and are not guaranteed. All shipments will be made at prices in effect at the time of shipment. We reserve the right to correct clerical, stenographic and other obvious errors at any time.

If Accurate Lock and Hardware Co., LLC elects to offer a quote, such quote will be valid until the expiration date on that quote or as agreed with one of Accurate Lock and Hardware Co., LLC 's authorized representatives. A quote number must be provided at the time of ordering. A quote may be null and void if the Purchase Order does not include ALL product lines listed on the quote or if the quantities for any item covered by the quote deviate by 10% or more. Any new order requesting special pricing to match an existing quote number must be approved by Accurate Lock and Hardware Co., LLC's authorized representatives. All publicly advertised prices for Accurate products must be a minimum of 2 1/2 times the most current Accurate net price.

### **SAMPLES**

Our products are manufactured to order; as such, there may be cost and availability restrictions. Please contact our Sales Department to discuss your particular application.

### **TERMS**

For all approved open account customers, terms are NET 30 from date of invoice. All invoices are past due thereafter. Past due accounts will be placed on a "HOLD" status until the account is brought current. Accurate Lock and Hardware Co., LLC reserves the right to ship on a C.O.D. or PREPAID basis where deemed necessary.

Additionally, the Customer shall be responsible for all collection costs, court costs and reasonable attorney's fees (where allowed by law) in connection with the recovery of any delinquent amount.

### **All payments must be remitted via check to:**

**Accurate Lock and Hardware Co., LLC**

**1 Annie Place**

**Stamford, Connecticut 06902, USA**

Other payment methods include Electronic Fund Transfer and Credit Card.

Please note that Accurate only quotes and publishes NET prices that reflect a discount for cash and cash equivalent transactions. You will see a gross price adjustment on credit card transactions reflecting a gross price which is 3 1/2 % higher for credit card transactions which do not qualify for the NET price discount

### **FREIGHT**

All orders are shipped FOB Stamford, Connecticut using Accurate Lock and Hardware Co., LLC's carrier of choice following customer's requirements (ground, next day air, second day air, 3-day). All shipments are sent PREPAID and added to the invoice. If a customer provides their own freight account number for the freight charges, Accurate Lock and Hardware Co., LLC will apply a handling fee per box. This handling fee varies based on service selected, please contact us for details.



## **DELIVERY**

Scheduled shipping dates are based on estimated manufacturing lead times providing that all required information has been provided by the customer and the customer account remains in good standing. We reserve the right to withhold shipment of orders on past due accounts.

Accurate will use reasonable efforts to ship products by the estimated ship date but makes no guarantees as to delivery dates. Under no circumstances shall Accurate be liable or accountable for consequential damages due to failure of delivery.

## **CLAIMS**

In the event of Company or Customer error, claims for shortages, pricing errors and/or incorrectly filled orders must be submitted within thirty (30) days from receipt of material.

## **INVOICE DEDUCTION**

No invoice deductions are accepted. Please contact Accurate Lock and Hardware Co., LLC immediately if you feel there has been a pricing error and/or an order has been incorrectly filled upon receipt of an order confirmation.

## **CHANGES/CANCELLATION OF ORDERS**

Our products are custom manufactured to order; therefore, all purchase orders are non-cancelable upon commencing of work and all shipped goods are non-returnable. When changes are required while order is still in production, Accurate Lock may charge costs for material and labor expenses that have been incurred prior to notification from Customer and acknowledgement by an Accurate Lock and Hardware Co, LLC representative.

If products have already been manufactured and/or are located in the shipping room, a 45% restocking fee will apply.

## **RETURNS**

It is the policy of Accurate Lock and Hardware Co., LLC to not accept returns of any materials.

Return of product due to customer order error or accommodation must be pre-arranged with Accurate Lock and Hardware Co., LLC and approved in writing by Sales Management.

All products returned must meet the following criteria to be considered a return eligible for credit:

- Shipped and invoiced within the previous one hundred twenty (120) days.
- A MINIMUM restocking fee of 45% will be charged.

Upon receipt and verification by Accurate Lock and Hardware Co., LLC that the returned merchandise is satisfactory, a credit will be issued for the billed product amount less the MINIMUM 45% restocking fee. No credit on freight.

Return of product that appears defective must be discussed with an Accurate Lock and Hardware Co., LLC Sales Representative who will give the appropriate instructions based on the particular case.

## **WARRANTY**

Accurate Lock and Hardware Co., LLC warrants its products for a period of one year.

This warranty covers the product in full, for repair or replacement; any and all costs incurred other than the locks or hardware **are excluded**.

If a problem occurs after the expiration of the warranty period, Accurate will, in most cases, remedy the problem on the basis of good will.

## **PRODUCT MODIFICATIONS**

Accurate Lock and Hardware Co., LLC products are not designed or intended for aftermarket modification. The warranty on Accurate Lock and Hardware Co., LLC products becomes void if the product is modified in any way, regardless of whether the modification causes or contributes to any alleged defect. Warranty voiding modifications include, but are not limited to, nonauthorized

third-party electrification of non-electric products and/or the installation of non-approved or non-Accurate Lock and Hardware Co., LLC components.



## **Cancellation and Return Policy**

Accurate Lock & Hardware products are custom manufactured to order. As a result, all purchase orders are non-cancelable upon commencement of work, and all shipped goods are non-returnable.

We value your business and appreciate your understanding of this matter.

Thank you.

A handwritten signature in black ink, appearing to read 'Ronald M. Salvatore', is written over a thin, light blue horizontal line.

Ronald M. Salvatore