

**ADI Automated Data Instruments Corp. (DBA ADI Business Solutions) Terms and Conditions**

414 Ferndale Ave Johnstown, PA 15905 Voice: 800-603-5244

ADI's policy's for ordering and purchase product and services

**1.Return Policy**

The terms for product return are limited to those set forth in Seller RMA policies and procedures. A copy of the original purchase invoice and a return merchandise authorization must accompany all returns from Seller. All returns are subject to a 25% restocking fee and must be received by Seller with the original packing materials and cartons in like-new re-sellable condition. Registered, open, installed, or software with a seal broken is not returnable and no refund will be given.

**2.Refund Policy**

Any product that qualifies for a return is subject to a product exchange or in-house credit only. The time allowed for returns is 30 days. No cash refunds.

Computer /POS Systems: ADI is not responsible for manufacture's shortcomings or defects. Complete systems installed after 30 days are not returnable for any reason.

**3.Order Cancellation Policy**

If an order is cancelled by the buyer for any reason, a 25% order cancellation/restocking fee will be charged to purchaser for any products, POS systems, computer systems, hardware and pre-order services ordered then canceled.

This includes POS systems orders that a partial payment has been made even though the systems were not yet installed. The 25% will be equal to 25% of the total order dollar amount less any taxes.

Registered, open, installed, or software with a seal broken is not returnable and no refund will be given.

**4.Delivery/Shipping Policy**

All DOA's (dead on arrival) must be reported within 10 days of receipt of product.

All claims for shortages must be by the Buyer in writing within a period of 48 hours of receipt of product.

Unless such notice is given within the stated period of time, Buyer agrees that it shall be conclusively presumed that Buyer has fully inspected the product and acknowledged that no shortage exists.

Shipping depends on the product ordered and the shipping method chosen by the buyer.

**5.Payments Terms on systems orders**

Payment terms on orders over \$1,000

60 % of the total order is due at the signing of the order.

The balance is due on delivery or no later than 30 Days from the signing date.

**6.Balance not paid on time / order not picked up**

If the balance of your order is not paid within 60 days of signing an 8% (of the total order) Hold / storage fee will be applied each month until the order is picked up.

If the order is paid and is not picked up or ADI is not able to deliver order due to customer reasons within 90 days from the order date an 8% (of total order) Hold / storage fee will be applied each month until the order is picked up.

**7.If you pay by company check**

It will take 10 full working days to clear before ADI can start processing your order. If a check is returned to ADI you will be charged \$250 per occurrence. You will then need to pay for your order by wire transfer both on the down payment and the balance will be due by wire transfer prior to delivery of your equipment.

***By signing below, customer agrees to all the terms and conditions listed above.***

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**Company Name:**

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**Owner or Officer (Please Print full name and title)**

**SIGN HERE**

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**Signature and Date:**