



Merging Innovative Audio Visual Solutions with Information Technology

Terms & Conditions of Sales, Warranty Statement

Sales & Technical Support Contacts

Phone : (949) 709-4040
Toll-Free : (877) 698-4327
Email : sales@teqavit.com or support@teqavit.com
Fax : (949) 709-4401

Normal Business Hours

7:00 AM - 5:00 PM (PST) Monday - Friday except on legal US holidays

Quotes/Prices

All prices are listed in U.S. Dollars and do not include sales tax or shipping charges. Prices and specifications are subject to change any time without notice. Please call for confirmation of any quote that is 30 days beyond date of issue. Special volume pricing discounts are available to qualified customers.

Order Acceptance / Account Information

A hard copy PO is required by e-mail or fax. PO by USPS mail or courier is acceptable but it could delay order processing. PO must have valued PO number, date of order and authorized signature. Purchase Orders cannot be cancelled except with our consent. Cancellations are subject to a possible service charge.

Special Orders & Handling

Custom products and special order items require a minimum 30% deposit. All custom product sales are final and cannot be returned for credit. Cancellations of custom product/special order item may be subject to forfeiture of deposit.

Payment Terms

Prepaid via VISA, Master Card, American Express, Inter-bank Wire Transfer, Money Orders, or Certified Checks. Credit Card/Wire Transfers may be subject to a service charge.

Company Check with electronic encoding for customer with Net terms. Net terms are approved per credit rating, bank reference, supplier reference, and D&B report. Checks returned for any reason are subject to a service charge.

Bank Wire Transfer Information: Bank Name, Address, Account No. and Routing No. will be provided as needed by accounting dept.

Submit your payments to:

Teq AV/IT
30161 Avenida Banderas, Bldg. C
Rancho Santa Margarita, CA 92688
Attn: Accounts Receivable Dept.

Shipping & Receiving

Any freight carrier: UPS (Standard, Ground, Next Day Air, 2nd Day Air, and 3 Day Select), FedEx (Express or Ground), DHL, US Mail, Will Call (with prior appointment). Shipping charges are prepaid and billed with additional service like Saturday delivery or insurance if any. Charging freight to Customer account is acceptable with pre-approval.

All shipments are made FOB Rancho Santa Margarita, California, USA
30161 Avenida Banderas, Bldg C
Rancho Santa Margarita, CA 92688 USA
Phone (949) 709-4040 Fax (949) 709-4401

Solutions • Quality • Value • Service

www.teqavit.com

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Delivery

Stock items ordered for air shipments before 2:00 pm (PST) will be shipped same day. Cut off time for ground shipment is 4:00 pm (PST).

All efforts are made to ship orders as specified on purchase order's request date. The majority of items, those are in stock, ship within 24 hours of receipt of the order. Urgent shipments are subject to additional handling charges. Drop shipment is allowed per official purchase order and subject to approval from both parties. Back ordered items are shipped as soon as product is available on a first-come first-serve basis unless purchase order or customer specifies otherwise. Teq AV/IT is not responsible for shipping delays or delivery failure.

Warranty

Teq AV/IT warrants its powered products against any defects in materials and workmanship for period of (1) year from the date of invoice. In the event of a malfunction during the warranty period, Teq AV/IT will repair or replace a product to its original operating condition at our discretion using either new or refurbished parts for all warranty repairs.

Equipment failure or performance degradation due to normal wear and tear, or damages caused by misuse or negligence will not be covered. This warranty shall be void if a serial number or warranty label have been removed from the product or the product has been opened, altered or damaged.

This statement of policy is in lieu of any other policy expressed or implied and no representative or person is authorized to assume any other liability or adopt any other policy for Teq AV/IT without our written consent. The customer hereby waives any implied warranty of merchantability and/or warranty of fitness for any purpose, and any other implied warranties.

Product Satisfaction Guarantee

Teq AV/IT guarantees that all of our standard products will function as per specification, however if you are unhappy with the performance of any powered Teq AV/IT product, it can be returned within 30 days of date of the invoice for a full refund. Please call Teq AV/IT's Sales and/or Technical Support staff to obtain a Returns Authorization (RA) number and for additional information before returning the unit. All passive products including cables, connectors, and connectivity solutions are non-returnable. Any equipment that is damaged or modified or altered in any way, shape or form will be subject Teq AV/IT guarantees that all of our standard products will function as per specification, to a restocking fee.

Returns

To assure the highest level of service, a return authorization number (RA No.) must be obtained from Teq AV/IT before products are returned for service. Any shipment received without a valid RA No. is subject to be returned at sender's cost. Only items returned in original condition may be accepted. Once issued, Return Authorization numbers are valid for two weeks from the date of issue.

Products returned for warranty repair or replacement or return must be shipped with all freight pre-paid and insured. Teq AV/IT does not accept any collect freight or COD shipments. Upon determination of a valid defect covered by this warranty at our discretion, Teq AV/IT will cover expenses to return repairs/ replace goods to customers by Ground Services FOB Rancho Santa Margarita, CA. If any shipment is expedited without Teq AV/IT's approval, all additional charges will be invoiced.

AUTHORITY OF SELLER'S AGENTS

No agent or representative of Seller has any authority to bind Seller to any affirmation, representation, or warranty concerning the sale of goods and does not form part of the basis of any agreement between Buyer and Seller and shall not in any way be enforceable.