

## Digital Factory Sales, Returns and Warranty Policy

**Orders:** Digital Factory custom makes every product we sell. Each slip on bezel frame, replacement frame, enclosure, and mount is made to your exact specifications. As our products are custom made, we do not accept returns with the exception of items having defective parts or workmanship. Returns will only be accepted when accompanied by a RA (Return Authorization) obtained from our Sales Department.

**Order Acceptance:** Digital Factory will accept custom orders from established Digital Factory Dealers who have been setup with terms by our accounting department. We also accept individual orders secured by payment in advance.

For every order we must have a completed and signed Digital Factory Order Review Form which lists exact dimensions and specification of the products we will provide. For commercial accounts we also require a purchase order along with this form. Without these documents, we cannot begin fabrication of your order.

In the case of individual orders, payment by credit card is acceptable. We accept MasterCard/Visa and will take a company or personal check subject to clearance prior to start of fabrication. For large orders we require a minimum 60% deposit prior to start of any work. Deposits must be made by check and are subject to verification.

**Order Cancellation:** Digital Factory will accept cancellations prior to start of fabrication. You will be responsible for any costs incurred prior to start of fabrication. Once production commences your order cannot be cancelled.

**Order Delivery:** Digital Factory requires a minimum of fifteen working days from receipt of an approved Order Review Form. Delivery is FOB our dock, Ceres, CA. Depending on the size and type of order, Digital Factory will notify you of expected delivery time prior to the start of fabrication which may or may not exceed our minimum fifteen working day requirement.

**Order Shipping:** Digital Factory can provide shipping services including Fed-Ex, UPS, Air Shipment and Ground Truck delivery. Our preferred method of shipping is Freight Collect, unless prior arrangements have been made. Larger items may require special packaging and or crating. We will advise you of these costs prior to delivery.

**Damage Claims:** Digital Factory carefully inspects and packs each order accordingly prior to shipment. It is your responsibility to inspect each delivered package for any visible damage. All visible damage must be noted on the shipper's bill of lading PRIOR to accepting and signing for the delivery. Digital Factory and the shipping company must be immediately notified. You must also inspect the product after packaging has been removed.

If notification is not made to Digital Factory within two days of receipt of your order, Digital Factory and/or the shipper will not responsible for any damage to your shipment.

**Warranty:** Digital Factory provides a limited thirty day warranty on all products covering manufacturer defects. Any damage to the product caused by mishandling, misuse, improper installation, use of and/or application of cleaners, waxes, polishes or chemicals NOT approved by Digital Factory are not covered by this warranty. This warranty is not transferable and applies to the original purchaser only. For warranty returns you must obtain an RA from our sales department and provide proof of purchase prior to returning the item to us. Unapproved returns will not be accepted and will be return shipped to you freight collect.

Products intended for commercial use are covered for a minimum of one year from delivery. Please contact Digital Factory for specific warranty information including one, three and five year periods. Warranty terms will be outlined on your Digital Factory Order Form.