

# TERMS and CONDITIONS

Effective Jan. 1, 2007

## FREIGHT DAMAGE

*Please inspect all product received for freight damage immediately.* ICC regulations state that all claims for freight damage whether visible or concealed must be made within fifteen (15) days of delivery date or the claim will be denied.

**Concealed damage** is defined as damage that is not apparent until the merchandise has been unpacked. The contents may be damaged by rough handling even though the carton or crate may not show any external damage.

**Visible damage** is defined as damage that is immediately apparent upon delivery. If you choose to receive the freight; please note all visible damage, in detail, on the freight bill *before* you sign the freight bill. If you refuse the freight due to damage please call 800.321.8105 and notify a Customer Satisfaction Representative. Impact International, Inc. / Impact Menu Systems is not liable for damage to product after the product leaves our facility for help in filing a freight claim please call 800.321.8105 and speak with a Customer Satisfaction Representative.

## PRODUCT RETURNS

Before a product\* can be returned, a **Return Authorization** number must be obtained. To get a Return Authorization number please call 800.321.8105 for assistance.

All product\* must be in new and unused condition. If product is received and determined to be used, the product will be returned freight collect and you will be billed for the product. Failure to pay will result in credit hold and/or your account being turned over to collections.

All returns are subject to a 25% re-stocking fee that must be paid *before* the product\* is returned.

Products\* returned without a Return Authorization number will be refused or there will be a 50% re-stocking fee Re-invoiced net 30-days. Failure to pay will result in credit hold and/or your account being turned over to collections.

**\*Products that cannot be returned:** Customized products such as, but not limited to, engraved wordstrips, custom translites, custom painted menu boards, custom designed menu boards and attachments. Impact International, Inc. / Impact Menu Systems reserves the right to determine what products can be returned.

## CREDITS / OVER PAYMENTS

If you have made an over payment on your invoice and would like to request an account credit for future purchases or a refund of the overpaid\* amount. Please contact our accounts receivables department at 800.321.8105 to get your request form. \* Please note that there will be a processing fee of \$75.00 for each refund request. There is no charge for account credits Allow 3-4 weeks for your request to be processed.

## Payments

All payment terms are net 30- days. Payments past 60- days will incur a 3% charge on the invoice total including freight costs. Payments past 90-days will be turned over to collections.

I, \_\_\_\_\_, \_\_\_\_\_,  
(Print name) (Title)

do hereby accept the above Terms and Conditions set fourth by Impact International, Inc / Impact Menu Systems.

\_\_\_\_\_  
(Signature) \_\_\_\_\_  
(Date)

**Impact International, Inc. / Impact Menu systems reserves the right to make these policies without notification.**  
For questions regarding these polices please contact a Customer Satisfaction Representative at 800.321.8105.



2600 Lockheed Way • Carson City, NV 89706 • (800) 321.8105 • 775.882.7834 • FAX 775.882.5210

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