

Terms & Conditions & Policies
SALES / PAYMENT / RETURNS

PAYMENT TERMS:

- Ø 1% discount 10 days / Net 30 days (upon approved credit)
- Ø Payment in advance via major credit card (Visa, MasterCard, American Express or Discover)
- Ø Payment in advance via company check (please allow 5-7 business days for bank clearance)
- Ø Payment in advance via wire transfer (call for banking details)
- Ø We cannot accept or process COD orders
- Ø Invoices not paid within terms are subject to a 1.5% Finance Charge per month
- Ø Accounts with invoices unpaid at 45 days past due may be reverted to prepay terms
- Ø No further orders will be processed until unpaid balances have been paid

FREIGHT & FOB:

- Ø **FOB** - Westerville OH 43082 USA
- Ø All orders are shipped freight prepaid with freight charges added to the invoice
- Ø Unless otherwise noted on order, shipments are made using the most cost and time efficient method available
- Ø Customers may designate a carrier of their choice and use their own shipping account
- Ø Freight damage or shortage claims must be filed immediately with the delivering carrier in accordance with DOT regulations

PRICING & PRODUCT FEATURES & MAP POLICY:

- Ø Prices, features and product specifications are subject to change without notice
- Ø The price list is confidential and may not be reproduced in any manner without express written authorization from Guitammer
- Ø Prices are stated in U.S. Dollars (USD), intended solely for authorized ButtKicker resellers located in the U.S. Domestic market
- Ø **MAP**, or Minimum Advertised Price, is a mandatory (advertising) agreement between all legitimate, authorized resellers and dealers and the manufacturer
- Ø All Guitammer products are MAP restricted
- Ø Only the manufacturer, The Guitammer Company Inc. has the authority to set or change MAP pricing
- Ø You may request a copy of our complete, written MAP policy

TECHNICAL SUPPORT:

- Ø We offer no charge technical, installation and pre/post sales support – Mon through Fri, 8:30 AM – 5:30 PM, Eastern, email support@guitammer.com
- Ø Visit our website, www.thebuttkicker.com or phone us toll-free at 888-676-2828 for complete details

PRODUCT WARRANTIES:

- Ø All Guitammer products carry a full warranty against defects in materials and workmanship for a period of one (1) year from the date of purchase by the original end user - and warranty terms are included with each item
- Ø Items returned for in warranty repair will be repaired or replaced at the sole discretion of The Guitammer Company without charge for materials or labor, providing such items are returned for inspection, transportation prepaid, to The Guitammer Company
- Ø All repaired or replaced items will be returned freight collect
- Ø Warranties do not apply to products which have been subjected to abuse, accident, modifications, improper handling or installation, or repairs made by anyone other than The Guitammer Company or an authorized service center – or if item is out of warranty
- Ø The Guitammer Company shall be the final authority in the determination of all warranty service claims

RETURNS & EXCHANGES:

- Ø **FIRST STEP – ALWAYS** call and/or email us for technical support **FIRST** (see “Technical Support” above) – email support@guitammer.com
- Ø **SECOND STEP** – obtain an **authorized RMA number** (if the First Step does not solve your problem)
- Ø Products may be returned for credit or exchanged only with prior Guitammer authorization (an RMA number)
- Ø Returned products may be subject to a 25% restocking charge
- Ø Returned products must be returned via prepaid freight and insured for their full value, in the original factory packaging with all original attachments, paperwork and accessories
- Ø Products returned without prior Guitammer authorization (an RMA number) will be refused upon arrival and returned to the sender at the sender's expense

CREDIT MEMOS:

- Ø Credit for items returned will be issued after products are received and processed by our Returns Department
- Ø A Credit Memo is issued for items returned for credit – this unique, individual Credit Memo number must be referenced for credit to be applied correctly
- Ø If early Pay Discount was applied at time of payment, the same discount will apply to amount of credit for returned items

STOCK AVAILABILITY & AUTOMATIC BACKORDERS:

- Ø We maintain sufficient stock levels to normally ship orders either the same or following business day after receipt of order
- Ø If any item is temporarily out of stock we automatically backorder that item for shipment at the same price
- Ø We do 100% automatic backorders unless otherwise requested and indicated on original order

DISCLAIMER & ACCEPTANCE OF THESE TERMS, CONDITIONS & POLICIES (PLEASE READ THIS):

- Ø BY PLACING AN ORDER, THE CUSTOMER ACCEPTS ALL TERMS, CONDITIONS AND POLICIES AS STATED HEREIN