



TERMS AND CONDITIONS

PAYMENT TERMS: Standard terms are 50% deposit, balance Net 30 days, for customers with pre-approved NET30 terms. All other orders must be prepaid in full. Parts orders may require full payment in advance. Custom products and certain modifications are considered non-cancellable and a 50% deposit will be required prior to commencing production. d'ac accepts checks, ACH, Visa, Mastercard, American Express, and Discover payments; a 3.5% convenience fee is added to credit card payments.

F.O.B.: Pricing is for merchandise packed in cartons F.O.B. our facility in Brookfield, CT. Transfer of ownership passes to buyer at the time shipment is collected by shipper at our facility.

FREIGHT: All orders are subject to a freight charge which includes packaging and handling costs. Carrier may be specified by customer provided appropriate third party billing information is submitted.

CLAIMS: Claims for damage in transit is the responsibility of the consignee. Such claims, for both visible and concealed damage, must be made within the guidelines of the carrier, typically within three days of receipt.

RETURNS: No merchandise may be returned without written authorization. Authorized returns for other than defective or non-operating product features must be shipped prepaid. Accommodation returns are subject to a 50% restocking charge and no credit can be issued until d'ac has inspected the returned product.

DELIVERY: Ship dates provided on order acknowledgment are estimated based on production schedules and normal vendor lead times. Shipment is not guaranteed and d'ac assumes no liability, either express or implied, for delays beyond the estimated ship date.