



# ADVANCED EXCHANGE PROGRAM AND CREDIT POLICY

---

TERMS AND CONDITIONS

**2011/2012**

**Section 1: The Advanced Exchange Program and product return requirements**

**Section 2: Account terms and conditions**

**This policy is subject to change without prior notification**

## **SECTION 1:** **ADVANCED EXCHANGE POLICY**

**Return all cores to: LASER PROS INTERNATIONAL  
ONE INTERNATIONAL LANE  
RHINELANDER, WI 54501**

Cores for parts ordered on exchange are required to be returned within 30 days of the original order date. Cores returned must have a valid return merchandise authorization (RMA) number and return address clearly printed on the package.

\*Exchange product must be returned using a RMA number. RMA numbers are your packing slip number/order number/confirmation number

- A core bill will be assessed 30 days from order date for cores that are not returned on time or received improperly labeled. Cores will be accepted up to 60 days from the order date.
- After 30 days a \$25 late fee will be invoiced per core billed item returned late.
- Substitutions for cores owed are allowed but must be pre-approved by the RMA Department prior to the return of the core.
- It is customer's responsibility to supply valid RMA information when returning cores. Product returned with invalid information will be used for cores owed on your account or issued a core bank RMA which can be used for future exchange orders.
- Cores must be returned using a traceable delivery service, as tracking numbers may be required to verify receipt.
- Exchange sales can be changed to an outright sale if LPI is notified within 30 calendar days of the sale. Additional charges will apply. Please contact RMA Department for specific details.

### **Core Banking:**

- LPI's core banking program allows customers to ship extra, repairable cores for future use on account.
- Cores returned and processed as CORE BANK RMAS are not redeemable for cash, and may be used towards cores owed on account only.
- All core bank inventories are tracked in our ERP System and available for your viewing online.

### **No credit will be issued if:**

- Cores are received after 60 days of original purchase date
- Cores are returned with invalid information
- Cores are non repairable
- Cores are improperly packaged; LPI is not responsible for damages incurred in transit

## **RETURN FOR CREDIT POLICY**

Unused product can be returned up to 30 days from the original sale date. Before returning this product, contact LPI's RMA Department for a new RMA number needed to receive credit. See specific policies for return of warranty and/or damaged product.

### **Terms & Conditions**

- All parts must have a valid RMA number which is supplied by the RMA Department.
- Products must be returned in the original sealed packaging. Packaging must not be tampered with.
- Customers are responsible for all freight charges. Products must be returned using a traceable service, as tracking numbers may be required to verify receipt.
- Products returned for credit must be returned to LPI within 30 days.
- Products returned for credit will be assessed a \$25 restock fee per line item.
- Any product requested to be returned under \$25 is non-refundable.
- Manuals, special orders and designated consumables are not eligible for return.
- Parts returned with an invalid or incorrect RMA number and/or contain the incorrect part for the RMA indicated will be reviewed by the RMA department

### **No credit will be issued if:**

- Product is received with an invalid RMA number
- Product is damaged or improperly packaged, LPI is not responsible for damage in transit
- Product fails LPI diagnostic testing (used and/or packaging tampered with)
- Part is received after 30 days from the claim date
- LPI tags are invalid, removed, or tampered with. LPI tags are bar-coded stickers

**Parts that are deemed no credit after the testing process will remain in testing area for 3 days. Customer will be contacted by RMA to determine if customer would like the part returned to them, applied for use with other open RMAs, or disposed. If item is not resolved in the 3 day period, part will be disposed of by LPI.**

**\*Please contact the RMA Department for additional information, additional exclusions may apply\***

# **WARRANTY POLICY**

Any defective parts returned to LPI are subject to our warranty policy. A warranty invoice will be shipped with in-stock replacement product within 24 hours pending your account is not on credit hold (please see Credit Term/Limit Policy-page 5).

**The warranty replacement invoice will be credited when the following terms and conditions are satisfied.**

## **Terms & Conditions**

- All parts must have a valid RMA # which is supplied by the RMA Department.
- Parts must be returned using a traceable service, as tracking numbers may be required to verify receipt.
- Parts must be received within 30 days from the warranty claim date.
- Reason for return must be verified by LPI Tech Support.
- Returned product deemed a non-warranty issue by our diagnostic testing will be subject to a \$25 test fee per item.
- Parts returned with an invalid or incorrect RMA# and/or contain the incorrect part for the RMA indicated will be reviewed by the RMA Department. After review; if deemed no credit, customer will be contacted and responsible for any linked replacement order shipped.

## **LPI Warranty Periods**

- All New and Factory Refurbished Product = Original manufacturer's warranty period\*
- LPI Refurbished Product
  - Fusing assemblies and components = 6 month warranty\*
  - Electronics = 6 month warranty
  - Mechanical assemblies = 3 month warranty\*
  - Printers = 30 day warranty unless designated "as is"

**\*Please contact our RMA Department as exclusions may apply for all product return periods.**

## **No credit will be issued if:**

- LPI product tags are invalid, removed, or tampered with. LPI tags are bar-coded stickers
- Items returned are beyond the warranty period
- Items are received 30 days after the warranty claim date.

**Parts that are deemed no credit after the testing process will remain in testing area for 3 days. Customer will be contacted by RMA to determine if customer would like the part returned to them, applied for use with other open RMAs, or disposed. If item is not resolved in the 3 day period, part will be disposed of by LPI.**

**\*Please contact LPI's RMA Department with questions concerning the warranty policy.\***

## **DAMAGED PRODUCT RETURN POLICY**

This policy pertains to products shipped by LPI; upon arrival they are damaged in transit. All products are tested by LPI prior to shipping which means product arriving dead on arrival, may have incurred shipping damage from the carrier.

### **Terms & Conditions**

- All parts must have a valid RMA # which is supplied by the RMA Department.
- LPI is not responsible for product damage incurred in transit.
- Damaged claims must be made to LPI within 7 days of original invoice date to ensure LPI can adequately process claim with shipping carrier.
- Product must remain in original packaging at the customer's site for a minimum of 7 days after the claim is made to LPI for the carrier's inspection. Failure to do so could void LPI's claim and result in charges to the customer.
- Upon verification of claim, customer will be contacted by the carrier or LPI to retrieve the product.
- Parts returned with an invalid or incorrect RMA# and/or contain the incorrect part for the RMA indicated will be reviewed by the RMA Department. After review; if deemed no credit, customer will be contacted and responsible for any linked replacement order shipped.

### **Other types of Damaged returns information**

- If product is returned to LPI damaged in transit for any other type of return other than a damaged RMA, customer will be responsible to start claim with the carrier.
- Customer will be notified by LPI and responsible for any linked replacement order shipped and will need to claim with their service provider.
- Contact your shipping carrier for specific claim requirements.

## **SECTION 2:**

### **CREDIT TERM/LIMIT POLICY**

LPI does offer Net Terms to qualified customers. Contact our Accounts Receivable Department for proper procedure on how to request Net Terms and Limits.

#### **Conditions for Credit Terms and Limits**

- LPI signed credit application on file
- Trade and Bank reference information
- Advanced Exchange Policy History (for existing customers looking to receive Net Terms)
- Credit Reporting Services
- Projected sales

Customers may request a re-evaluation of their credit term and/or limit. Re-evaluation will be based on volume of sales, adherence to AEP, and payment history.

#### **Conditions that will result in Credit Hold on account**

- Checks issued that are insufficient funds (Returned checks will incur a \$35 NSF fee)
- Declined credit cards
- Exceeding credit terms and/or limit
- Continual delinquent payments
- Outstanding core bills, fees and/or replacement invoices
- Inactivity on account which is determined by Sales Department or Accounts Receivable

To avoid credit hold, LPI has the right to apply credits on account to invoices showing past terms.

#### **Credit Hold Terms & Conditions:**

- Orders will not be shipped\*
- On-line access will be inactivated
- Use of Technical Support will be denied
- RMA claims for return of product will be denied\*
- Release of backorders will not be allowed

\*Orders may be placed while account is on credit hold with LPI approval and paid via credit card. If a replacement order is placed for an RMA claim; product will be reviewed by LPI Diagnostics Department. Credit will be issued on account only until credit hold is released.

**LPI reserves the right to revoke terms if account is not complying with any terms and conditions stated in this policy.**