

## TERMS AND CONDITIONS OF SALE - PARTS

- PAYMENT TERMS**      As stated on invoice.
- F.O.B.**                      OCET Warehouse.
- FREIGHT**                      Prepaid and Charge from OCET Warehouse unless otherwise specified.

**RESTOCKING FEE**

- 20% Restocking fee for all items returned to stock. All returns must be in the original packaging, in new condition. All non-stock and special-order items are final sale. Orders for replacement parts can used to reduce the restocking fee (ie. if the wrong part was purchased initially).
- Annual parts returns cannot exceed 5% of average annual purchases.
- Parts can only be returned up to 120 days after purchase.

**PARTS WARRANTY**

Parts carry the following warranty:

- 1 year from the date of sale
  - 6 Months for Reman compressors
- Electric/Electronics components are final sale.
- Refrigerants, oils, chemicals & dyes are final sale.
- Warranty will not be given for product that has been altered, damaged in transit, mishandled, misused or abused.
- For OCET Manufactured and installed components – See OCET Products Warranty.
- For Advanced Temperature Control – See ATC Refrigeration Warranty.

**WARRANTY CLAIM & PARTS RETURN PROCEDURE**

- Contact the location the item was purchased from – stated on the invoice.
- Obtain Return Authorization (RA) Number.
- Ship item back to location indicated on RA.
  - A copy of the RA or an RA# **MUST** be included on the shipment or shipment will be returned to the customer.
  - Returned parts must be received within 60 days of being issued.
  - Parts and Warranty returns to be returned freight prepaid by the customer.
- Parts will be inspected upon receipt.
- Credit will be issued for the parts.
  - Customer account must be current before a credit will be issued.
  - For parts returns – credit will be issued when inspection is completed and determined to be in new condition.
  - For warranty returns:
    - If warranty claim is approved - credit will be issued when warranty inspection is complete by either OCET personnel or manufacturer.
    - If warranty claim is rejected – no credit will be issued.
- No allowance will be made for mileage, travel time, down time, and/or related expenses.
- Total warranty claim(s) cannot exceed the cost of the part purchased.
- All claims are subject to review and verification at the discretion of OCET.

Form	RA-0001
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