

POLICIES AND PROCEDURES

1. CONVENIENT ORDERING

Our office is open Monday-Friday 9:00AM to 6:00PM EST. You may reach us by calling toll free (877)-325-1109 or our 24 hours FAX line (330)-493-7750

2. CREDIT TERMS

1. We accept Master Card, Visa, and Discover
2. Electronic Funds Transfer (EFT) is available to those who qualify

3. RETURNED CHECKS

Customers with checks returned because of insufficient funds will be assessed a \$25.00 service charge and are required to immediately wire transfer the amount due.

4. MINIMUM ORDER REQUIREMENT

There will be a \$5.00 service charge for each order processed under \$150.00.

5. TAX REQUIREMENTS

Every new dealer MUST furnish a State Sales Tax Exemption Certificate or be billed tax until the certificate is received. (If first order is taken over the phone, BetterBuilt.Com must have a certificate file that is signed by the dealer before 2nd order is sent). All Items are sold for personal use must be taxed, even if the individual has a sales tax number on file with BetterBuilt.Com

6. SHIPPING/FREIGHT POLICY

Orders received and credit approved by 3:00PM your local time ship the same day. Shipments are F.O.B. our warehouses offers drop shipping to your customers. We require a confirmation on your company letterhead which will be kept on file at our corporate office

7. FREIGHT DAMAGE

BetterBuilt.Com DOA Policy does not cover any physical damage that your product may incur in transit. If you receive a product in transit, follow these instructions:

Note the receipt with any carton markings. All damaged shipments received via UPS/RPS should be noted with the carrier, then refused and returned to BetterBuilt.Com for freight claim processing. All damaged shipments received via truck and air carriers must be accepted with all damages clearly noted on the bill of lading. You must then place the claim with the carrier within 10 calendar days of receipt. Damage claims are the responsibility of the consignee. The shipping cartons, packaging and content should be retained in the same conditions as received.

8. DISCREPANCIES

Upon receipt of merchandise, you have three (3) business days to telex, fax, or use any other overnight method to reply in writing as to any discrepancies.

9. REFUSED ORDERS

Customers will be responsible for a 25% Returns Processing Charge for refused orders in addition to all freight charges and labor. No future orders will be shipped unless this charge is paid.

10. WARRANTY PROCEDURES

The warranty for the products purchased from BetterBuilt.Com is provided by the manufacturer. BetterBuilt.Com administers the individual manufacturer warranty, which may include returning defective products to BetterBuilt.Com or taking the defective products to a Factory Authorized Repair Center. If you request to return defective product to BetterBuilt.Com. You must comply with the following conditions or your return may be refused or partial credit given. We offer a forty-five (45) day DOA exchange program; with the exception of those manufacturers who dictate that their product must be returned to an authorized service center (i.e. Panasonic lasers).

11. RETURN SHIPMENTS

You must have a RETURN MATERIAL AUTHORIZATION (RMA) number before returning any merchandise to BetterBuilt.Com. Call us directly for your RMA at (877)-325-1109. (Follow menu prompts) Have the following information ready when you call: Account Number, Company Name, Invoice Number, Model Number, Serial Number and a outline of the problem. For your convenience, you may fax the information to us using our Return Material Authorization fax form, at (330)-493-7750. For a copy of this form & shipping label please call us at (887)-325-1109.

1. DOA/Defective products are returned for REPLACEMENT ONLY with the same product/model. Deviations from this policy may result in a 25% Returns Processing Charge plus any labor.
2. Defective product MUST be in original factory carton with all original packaging materials.
3. All miscellaneous materials, such as manuals, accessories, cables, must be included. If any of these materials are missing, your account will be billed accordingly.
4. A BetterBuilt.Com return label must be completely filled out and attached to the outside of the carton of product being returned. This label can be found on the RMA fax form.
5. The RMA number must be on the shipping label, not the carton. DO NOT WRITE ON THE CARTON.
6. Returns must be shipped freight prepaid. Products received freight collect, without an RMA number, not approved for return, or not meeting our criteria will be refused.
7. RMA numbers are good for fourteen (14) days only. Any product returned after the expiration date will be refused.
8. If product is found to be non-defective a 15% or \$25.00 pre unit inspection charge, will be billed to your account.

IN ORDER FOR US TO EXPEDITE YOUR RETURN, WE REQUEST THAT YOU COMPLY WITH THE ABOVE POLICIES. ANY DEVIATION FROM THESE POLICIES COULD RESULT IN THE PRODUCT BEING RETURNED TO YOU WITH NO CREDIT ISSUED.

12. PRICING POLICES

All prices are subject to change without notice. BetterBuilt.Com is not responsible for typographical errors.