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Whereas **PAPYLON** International does not control the manufacture of the products it sells, we make no warranties either express or implied concerning these products. Warranties are limited to those expressly made by the manufacturer. Due to certain manufacturer's return policies, you will be required to contact those manufacturers directly to repair, replace or return your products.

All merchandise which does not include a warranty by the manufacturer or vendor is sold AS IS, without warranty. Product which have been subject to misuse (including static discharge), neglect accident or modification, or which have been soldered or altered during assembly and are not capable of being tested, are excluded from any warranty. In no event shall **PAPYLON** International, its members, officers, employees or other representatives be liable for special, indirect, consequential, or punitive damages related to product sold.

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In our efforts to provide the best possible products to our customers, we reserve the right to substitute and/or modify our products and packages without any prior notice. Prices, specifications, products availability, and/or other information are subject to change without any prior notice.

All special, discontinued, promotional, clearance sales items and pricing is strictly limited to stock on hand, and are final and not returnable.

Written quotations from **PAPYLON** International automatically expire 3 days from issue unless otherwise extended on the quotation document. All orders based on quotation (written, verbal or otherwise) are subject to acceptance by **PAPYLON** International. Prices are quoted ex-work supplier and/or **PAPYLON** International.

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TYPOGRAPHICAL ERRORS, ILLUSTRATION and PRICE ADJUSTMENTS

We strive to publish accurate selling prices for the products we offer. However on occasion we do make mistakes. In the event a product is listed at an incorrect price or with incorrect information due to typographical error or error in pricing or product information received from our suppliers, **PAPYLON** will have the right to refuse or cancel any orders placed for products listed incorrectly.

We make every effort to provide you with an error-free Web site. However, in the event there is a misprint, we reserve the right to correct copy or pricing to reflect the actual current status.

Some item illustrations are for display purposes only, may not be exact, and are not necessarily included in the purchase price. **PAPYLON** is not responsible for typographical or pictorial errors, and specifications may change without notice.

All items offered for sale are subject to availability. Many items on our Web site or catalog site come from various sources. **PAPYLON** is, therefore, bound to fluctuating currency exchange rates, making it necessary to occasionally increase prices. In addition, some domestic and overseas products may be discontinued without our prior knowledge. Should this apply to your order, we will, at our discretion, either contact you for instructions before shipping or cancel your order and notify you of such cancellation.

PAPYLON has the right to refuse or cancel any such orders, whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for a purchase and your order is canceled, **PAPYLON** will immediately issue a credit to your credit card in the amount of the charge.

PAPYLON prices are determined by the cost of the product when purchased from our distributor. Due to fluctuating wholesale costs from our distributor's prices may vary daily. **PAPYLON** offers the lowest current price possible. We cannot offer price protection since our distributors do not offer it to us. There will be no price adjustments given once your order is shipped. This is the only way we can ensure that we give our customers the best price possible.

WARRANTY

The manufacture warrants each product for one year after purchase to be free from defects in material and workmanship under normal use and service. Under this warranty, any product shall be promptly returned to the factory, all freight charges pre-paid, and after inspection and proven defective, shall be repaired or replaced, but in no case shall liability exceed original purchase price.

This warranty is in lieu of all other warranties expressed or implied, and all other obligations or liabilities on its part, and it neither assumes nor authorizes any other person to assure for any other liability in connection with the sale of its products.

This Warranty shall not apply to any product which shall have been repaired or altered by anyone other than the manufacture in any way so as - in the judgment of the manufacture - to affect its stability and reliability, nor which has been subject to abuse, misuse, negligence, or accident. We will not assume labor charges for unauthorized field repairs.

PAYMENT OPTIONS

- All prices are quoted in US Dollars.
- All orders are pre-paid in US Dollars (drawn on US Bank).
- We accept VISA, American Express, MasterCard, Discover Cards, and Paypal.
- Credit Card Charges and Wire Transfer may apply surcharge fees.
- If you prefer to pay by business check, personal check, cashier's check or wire transfer, please contact our customer service department.
- We no longer ship COD.
- Goods will not be shipped if payment is not received prior to ship date.

SHIPPING, HANDLING and INSURANCE TERMS

- Domestic and International Buyer pays for all shipping, handling and Insurance Costs.
- Import duties, taxes and charges are not included in the item price or shipping charges. International buyer is responsible for any incurred charges on import/customs duties, taxes, fees, and/or tariffs imposed by his/her government.
- Please check with your country's customs office to determine what these additional costs will be prior to bidding/buying.
- These charges are normally collected by the delivering freight (shipping) company or when you pick the item up – do not confuse them for additional shipping charges.
- We do not mark merchandise values below value or mark items as 'gifts' - US and International government regulations prohibit such behavior.
- Shipments to a California address require an additional sales tax, to be added to the total amount including shipping.
- **NON-REFUNDABLE** shipping, handling and insurance costs.
- Cost of delivering the returned items both ways will be the responsibility of the customer.
- When a material is classified as hazardous, additional charges are incurred.
- Prices include the company's standard packing for domestic shipments. Additional packing expenses for exporting or special packing to meet the purchaser's specifications will be paid by the purchaser.

Our regular shipping method is by FedEx & USPS. Customers may specify a carrier for shipping. If you prefer any other methods of shipping, please contact our customer service department and we would be more than happy to assist you with your shipping needs.

We are not responsible for damages or loss incurring in transit. All products are shipped at the responsibility of the carrier and the customer. Before accepting merchandise from the carrier, inspect carefully and note any loss or damage on the delivery receipt. Refusal to accept merchandise from the carrier does not relieve the purchaser of responsibility of payment and filing necessary claims in the prescribed manner.

PAPYLON International will not assume any risk of loss during shipment to the customer's destination, title and risk of loss will pass to the customer upon delivery to the carrier.

RETURN POLICY

No return of merchandise will be accepted without or written consent and shipping instructions. **CUSTOM ORDERS are NOT Returnable.**

All returns must be approved and received in the same condition as sold. If you wish to return something you must call for a Return Merchandise Authorization (RMA) Number or they will be refused. If you return an item you are responsible for all shipping charges both ways. Once receiving and processing your return, we will send you a confirmation via e-mail.

You have up to 7 days after purchase for a full refund, less 30% restocking fee. If you don't return the purchased item(s) within 7 days of purchase, non-returnable, no exception. Please allow up to 60 days to complete the return process. All items must be returned with original packing, including all warranty cards, manuals, cables, accessories, components, etc.

Other Restrictions may apply, if any deviation from our return policy outlined here will result in a delay of your refund, additional restocking fees, or refusal of your return.

GENERAL POLICY

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PAPYLON International collects personal information such as name, address, billing information, shipping address, telephone number, e-mail address, credit card number, card type, cardholder name, expiration date, and other financial information when provided to us through secure registration, requested quotes, and order forms, in order to complete your purchase of products and/or services made through **PAPYLON** International. We do not share this information with outside parties except to the extent necessary to complete that purchase.

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