



## General Conditions of Sale – Ekstrom Carlson Cutting Tools

**Prices & Terms** - Orders are subject to approval and acceptance by Ekstrom Carlson. All pricing, terms, and conditions, are subject to change without notice.

**GUARANTEE** - Our products are guaranteed against defects in material and quality of manufacture when used in the proper manner. In the event of an issue, Ekstrom Carlson must be immediately contacted before further tools are used in operation after the first tool performs improperly. If tools are returned and found to be defective, we will repair the tools, replace the tools, or credit back the order at Ekstrom Carlson's discretion. Continued tool breakage after the first tool is not a condition for return and replacement of more than the first tool. Tool designs our occasionally changed over time and may perform in a different manner than prior tools. Return goods policy applies to the guarantee per the below Return Goods Policy.

**RETURN GOODS POLICY** – Ekstrom Carlson will accept returned goods only under the following conditions:

- a. The tool is a current catalog item in new and saleable condition. Custom tools made to order are not accepted for return in any case.
- b. Orders can't be returned 30 days after original ship date. Depending on stocking quantities, business conditions, and any reason provided by Ekstrom Carlson, Ekstrom Carlson reserves the right not to accept returns.
- c. Written consent along with an assigned RMA number and completed form from the customer has been granted by Ekstrom Carlson. Any damage in transit is the responsibility of the shipper.
- d. Transportation charges must be prepaid.
- e. A 30% restocking charge will be applied on all merchandise returned for credit.

**CANCELLATION** - Standard tool orders may be cancelled without charge prior to shipment unless a special make to order has been started. Orders cancelled after shipment are subject to the above notes and a 30% restocking charge and all shipping charges. Custom tool orders cancelled will be assessed a charge based on the status of the order at the time of cancellation. If custom tool has been completed, the tool will be shipped and the price quoted will be billed. If a down payment fee was quoted at time of original quotation for a custom tool order, that down payment fee is completely non-refundable.

**NOTE** – Return of products are not allowed unless the above is followed.

Ekstrom Carlson  
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