



**Altcut Products, Inc.**

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## TERMS & CONDITIONS

### WARRANTY

Altcut Products, Inc. herein referred to as ALTCUT guarantees all of our products 100% against defects in material and workmanship. ALTCUT will replace or repair any product that an ALTCUT inspection finds defective in material or workmanship. This warranty does not cover alterations to the product, improper use, corrosion, erosion, or normal wear and tear. It also does not cover the life of cutters or depth of cut.

If you suspect a problem with one of our products, please contact an ALTCUT representative at 702-294-1238 to receive return instructions and an RGA number. ALTCUT will need a complete description of the problem you are having (i.e. Machine, Material, Application, etc.), your return address, and your phone number. All warranty claims must be submitted no later than 30 days after the customer becomes aware of the basis for any such claim.

Under no circumstances shall ALTCUT be liable to the customer, distributor or any other person for any direct or indirect damages from using an ALTCUT product or for any damages of any character including without limitation any and all commercial damages or losses. ALTCUT makes no other product warranties, express or implied.

### GENERAL

ALTCUT reserves the right to make changes in the terms and conditions, as well as, product: pricing, look, design, specification, and packaging without prior notice. All orders and new accounts are subject to approval by ALTCUT. Unless otherwise noted, all sales and payments will be in U.S. Dollars, and all checks must be drawn from a U.S. bank account.

### PAYMENT

ALTCUT accepts Visa, Mastercard, Discover, and American Express. ALTCUT also offers 2% 10, Net 30 Day terms to approved and qualified accounts. To receive the 2% cash discount, payment must be postmarked within 10 days of the invoice date. No discount is allowed when paying by credit card. No discount is allowed on taxes or freight charges. All credit is subject to approval by the ALTCUT credit department. ALTCUT reserves the right to hold shipments for past due accounts. ALTCUT also reserves the right to alter payment terms or customer account credit status without prior notice. All invoices not paid within the agreed upon terms are subject to a service charge of 1.5% per month (18% annual rate), or the maximum rate allowed by law with service charges starting from the date of default. In the event payment does not clear for any reason (i.e. Stop Payment, Insufficient Funds, etc.), there will be a service charge of \$50 billed to your account, with payment due immediately.

### MINIMUM ORDER & DROP SHIPMENTS

All orders must meet the \$50 net minimum, excluding freight charges. If an order does not meet the minimum, there will be a \$10 surcharge added to the invoice. ALTCUT will drop ship your order, at ALTCUT's sole discretion, with no surcharge if it meets the minimum. All drop ship orders must be received via fax or email with the shipment address clearly and legibly printed. If the drop ship order does not meet the minimum, the \$10 surcharge will be added to the invoice.

### FREIGHT

All shipments will be FOB Henderson, NV or shipping point. All shipments will be sent via UPS or LTL Carrier. Freight charges will be added to the invoice, unless the order is shipped collect on the customer's account. In the event that special shipping needs are requested, the customer will be responsible for any additional costs. Upon delivery of the shipment to the carrier, the risk of loss or damage passes to the customer. Any claims for damage or loss during shipment are to be filed directly with the carrier by the customer. ALTCUT shall not be responsible or liable for any damage or loss resulting from ALTCUT's delayed performance in shipment or delivery.

### PRODUCT SHORTAGES & RETURNS

A product shortage claim must be made with ALTCUT within 7 days of receipt of the products. Within 30 days, the customer may return product, subject to the approval of ALTCUT, for a refund or credit. There will be a 20% restocking fee for all returned items. All returned items must be in resalable condition and returned freight prepaid. They must also be accompanied by a certified RGA number that will be provided by ALTCUT upon return approval. A credit will be issued to the customer account or credit card account used to purchase the products. The credit will be at the price paid less the restocking fee and any applicable outbound freight charges if the original order was shipped prepaid. No cash refunds are allowed, unless approved by ALTCUT.

### NEW CUSTOMERS & DISTRIBUTORS

#### RETAIL

To become a retail customer, please go to [www.altcutproducts.com/retail](http://www.altcutproducts.com/retail) and fill out our [Order Form](#). After it is completed, fax it to 702-294-1232 or email it to [orders@altcutproducts.com](mailto:orders@altcutproducts.com). Your account will be setup and your order will ship.

#### WHOLESALE

To become a wholesale distributor, please go to [www.altcutproducts.com/wholesale](http://www.altcutproducts.com/wholesale) and fill out our [Credit Application](#) and [Order Form](#). If you wish to pay by credit card and not apply for an open account, you may leave the Credit References section blank. All wholesale distributors must provide a State Resale Certification. After the forms are completed, fax them to 702-294-1232 or email it to [orders@altcutproducts.com](mailto:orders@altcutproducts.com). Your account will be setup and your order will ship.