

## **ABM International Terms & Conditions of Sales and Return of Parts and Supplies**

1. All prices are subjected to change without prior notice.

### **CANCELLATION POLICY**

All orders are electronically processed and forwarded to the warehouse immediately after the order is confirmed therefore, the window of opportunity to cancel an order is limited. All parts orders must be canceled BEFORE you receive the Invoice or Payment accepted Email. No orders can be canceled after payment has been confirmed, as the order will be immediately processed for shipment. .

### **WARRANTY COVERAGE**

ABM provides a limited warranty of 30 days from the date received by the original purchaser or installer, unless otherwise specified, and covers the replacement of a defective part(s). The warranty applies only to parts replacement unless a part cannot be obtained in its place. For such cases, a full refund will be issued to the original purchaser. A refund or an exchange of a defective part will be processed only if it is accompanied by the original sales invoice. All items must be in their original condition and must not be damaged due to incorrect installation upon return. The warranty is limited only to the original purchaser and is non-transferable. There are no warranties, express or implied for any of our machine parts or products, and we specifically disclaim any warranty of merchantability or fitness for a particular purpose.

- ▶ All items are given a limited 30 day warranty period by ABM.
- ▶ Under NO circumstances will our liability exceed the amount of the original sale.
- ▶ Products damaged as a result of abuse, misuse, improper repairs or maintenance, improper installation, alteration, or modification will not be covered by the warranty.
- ▶ The warranty does not cover airfreight charges, or ground shipping expenses. Return shipping is the responsibility of the buyer. We will not reimburse any return shipping charges incurred.
- ▶ All returned items must have the RA (Return Authorization) number written outside the shipping box prior to return. The RA number can be obtained by calling 888-99-quilt or by sending an email to [contact@abminternational.com](mailto:contact@abminternational.com) our Customer Service department. Returned items without the RA numbers will not be accepted.

- Our liability does not cover lost or stolen packages mailed back by the customer containing the parts being claimed under warranty. Because the customer is the shipper, he/she is the only one who can file any lost claim with the shipping company. Therefore, the claim must be coordinated and processed through the shipping company by the customer.
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## **SHIPPING**

**Shipping charges (original & return) are non-refundable.**

### **Overnight and 2-Day Shipping**

Overnight and 2-day shipping are available for most small and medium sized packages for additional charges. The specific shipping charges and options will be made available to you at the time of return. Under no circumstances will overnight or 2-day shipping be provided free of charge.

### **Damaged Shipments**

Upon receiving your order, inspect all packages thoroughly for missing, damaged, or incorrect parts. Our warehouses put forth every effort to prevent shipping damage however, it does occur occasionally. If you receive a damaged package, do NOT accept the package, have the shipper immediately return to sender. If the shipper has left a damaged package in your absence, immediately contact the shipper and have the package returned to sender. We must be contacted immediately if any of the above occurs to prevent you from being charged freight both ways. We are not responsible for missing, damaged, or incorrect parts after 30 business days, regardless of the party at fault. We are also not responsible for lost or stolen packages and all claims for such must be processed through the shipping company.

### **Parts Order Shipping**

All parts are shipped via Ground service only. Most orders are shipped within 24 - 48 hours from confirmation of your order. Shipping times will vary depending on the size of the package and the delivery location. Small and medium sized packages generally are delivered within 2 - 7 business days (excluding weekends and holidays) from their date of shipment. Large items may require special handling and are usually shipped via Truck Freight (see Truck Freight information below) where delivery times usually range from 2 - 9 business days. While we are happy to offer products to

customers located in Alaska, Hawaii, and other areas outside the continental United States, shipping charges will apply to these locations and delivery times will be longer.

### **Truck Freight**

Truck freight applies to orders consisting of large parts or items that require special handling due to their shape, weight or packaging. Orders with these characteristics are shipped via Truck Freight. Orders usually are processed for shipment within 24 - 48 hours from confirmation of your order. Delivery may take 2 -9 business days (excluding weekends and holidays), within the continental United States. Truck Freight to Alaska and Hawaii may take up to 14 business days and may require additional charges. In the event that your order is subject to additional charges, we will contact you via Email with a revised shipping quote.

### **Risk of Loss**

All items purchased from our website are made pursuant to our shipping terms, which are F.O.B. shipping point. This means that risk of loss and title of any item is passed to you at the shipping point, which is when the carrier accepts the goods for transport.

We are not directly responsible for lost or stolen packages, but we will be happy to assist you in filing a claim with the shipping company. You must contact us immediately if the entire shipment was not received within two (2) full days after the carrier's estimated delivery date. All requests must be made within twenty-one (21) days from the date of shipment for any possibility of claim.

### **RETURN POLICY**

We will accept authorized returns within 30 calendar days of the purchase date.

Authorized returns must be in the complete and original packaging. If your shipment has arrived with a damaged or incorrect item, please repackage the item(s) in its original shipping container and call ABM for an RA number and return to ABM.

All authorized returns must be in their original condition, include all components, and cannot be disassembled, mounted or damaged due to incorrect installation or use. Returns missing components will not be credited. We are not responsible for installation errors or misuse. We are not responsible for labor expenses, additional repair expenses or any expense caused by the use of wrong or

defective parts during installation. Parts Not Returnable: Service manuals, CD ROMs, Software , Computers , Custom-made Products, cannot be returned for any reason. Electrical parts are not returnable if plugged in, used or unsealed for any reason.

#### **Return Procedure**

In order to obtain a Return Authorization (RA) number, contact us at 888-99-quilt or email us at [contact@abminternational.com](mailto:contact@abminternational.com). Provide your order number, proof of purchase, name, email address, phone number, and the part number you wish to return, along with a detailed explanation. If you do not have your order number, please indicate when your order was purchased and the full name you used upon ordering.

All returns must be packaged properly. Please make sure to check if there are any special packaging instructions to ensure that no shipping damage will occur. We will not be responsible for damaged returns resulting from improper packaging.

RA numbers together with the proof of purchase must be included with your shipment. No returns will be accepted without an RA number.

#### **Freight Charge**

Return freight charges are not reimbursable unless the return is a direct result of our error.

#### **Restocking Fee**

A 20% restocking fee is charged on all returns that are not the direct result of our error.

#### **REFUNDS**

Refunds for returns normally process and credit within 30 days from the date we receive your return at the warehouse. Once we receive the part, we will then approve the return. Once the return has been approved and processed, the refund will be credited to the credit card you used to buy the merchandise. You will receive a "credit approved" Email the day you are credited. Please be aware that your bank may take 4-7 business days to post the credit to your account or credit card. If you do not receive a credit after 30 days, please Email our returns department at [contact@abminternational.com](mailto:contact@abminternational.com) and we will respond to you immediately.