

# CINEQUIPT SALES POLICIES

## BUSINESS HOURS

Regular business hours are 8 am to 5 pm Monday through Friday. If you have a rental emergency after hours, we're glad to help. Please call 612-627-9080 to leave a message with our emergency mailbox so that someone can return your call. Opening during non-business hours will be subject to labor charges.

## PAYMENT TERMS

Cinequipt accepts cash, personal checks, business checks, all major credit cards, PayPal, wire transfers, bank check, cashier's check and terms accounts for payments. For your security, Cinequipt does not store credit card information after your order has been processed.

- Personal checks - The person signing the check must be present at the time of payment and present a valid driver's license or state id that matches the information on the check.
- Terms account billing - We require an approved account application with credit references. Clients may submit the information on their own forms if they include all the information requested by Cinequipt on the form we provide. Please allow a minimum of five (5) business days for processing. The account application will not be approved without responses from credit references. Orders will not be processed without an approved account application.
- Wire transfer - Payment details will be provided upon request.

## ORDER POLICY

- Orders larger than \$20,000 – Most will require a 50% deposit at the time of the order. Cinequipt will not allocate or ship equipment currently in stock, or begin ordering equipment until we receive this deposit. At Cinequipt's discretion, deposits may be required if multiple transactions total more than \$20,000 in a given period of time.
- Stand in Line deposits - These are made to hold your place for newly introduced, backordered, or high demand products. Cinequipt will determine a deposit amount for each product. All customers placing a Stand in Line deposit will be expected to pay for the order in full at time of delivery.
- Special order products – These include custom made parts, items sourced outside of Cinequipt's extensive vendor network or specialized inventory items. Special order products may require a non-refundable pre-payment. Special order products cannot be returned. Special orders cannot be cancelled once the vendor has shipped the product.
- Pricing & Quotes – Despite our best efforts, manufacturers' published prices are beyond our control and may change at any time. If an item's correct price is found to be higher than known at the time of our quoted price, if we are unsuccessful in getting the vendor to honor their previous price, we will, at our discretion, either contact you for instructions before shipping or cancel your order and notify you of such cancellation. Verbal quotes are not valid at any time.
- Shipping - The customer is responsible for the cost of shipping 1) when the shipment goes from Cinequipt to the customer, 2) when a drop-shipment is made from the vendor to the customer, 3) when a shipment over 75 lbs goes from the vendor to Cinequipt, 4) when expedited or special handling services are needed, or 5) special orders pay for inbound freight. Please keep in mind that some vendors charge for drop shipments and those will be considered special handling services. For your protection, all shipments from Cinequipt require a signature. Cinequipt may use recycled packing materials and boxes in an effort to take better care of our environment.
- Also for your protection, if your purchase is over a certain dollar amount, your order will automatically be subject to a security review.

## RECEIVING YOUR ORDER

Upon receipt of your purchase, please check that all items on your packing slip have been accounted for. Carefully unpack and inspect the condition of all equipment, taking care not to damage the manufacturer's original packaging. Do not fill out the manufacturer's warranty cards or throw away any packaging materials such as boxes, instructions, inserts, bags, etc. until you are completely sure you want to keep the equipment. Cinequipt cannot accept merchandise for return that has been registered with the manufacturer, with completed warranty cards, or damaged or missing collateral material.

All claims for damaged or missing items must be reported to Cinequipt within three (3) business days of receipt of equipment. In the event your package arrives damaged, it is the responsibility of the customer to contact the shipping carrier to inspect the package to assure full refund or replacement.

## RETURN / EXCHANGE POLICY

Cinequipt strives to make sure that customers are purchasing equipment and supplies that are a great fit for their application and use. If you are for any reason dissatisfied with your order, you can return it to Cinequipt within fourteen (14) days of your receipt of the equipment, with some exceptions. Prior to returning merchandise, you must contact the sales department to obtain a Return Authorization. No returns will be accepted without a Return Authorization. Returned items that are defective will be replaced or returned at no charge in most cases. Items can be returned or exchanged only if they are in original packaging and delivered to Cinequipt in the same new condition as sold with literature, instructions, blank warranty cards, original packaging with UPC code intact and a sales receipt. Cinequipt does not refund shipping costs on any order. Special order or preorder items are nonrefundable. Unless defective, there is a minimum 20% re-stocking fee charged on open box products approved for return.

Cinequipt makes every effort to inform its customers of the details of the products we carry; but it is ultimately the customer's responsibility to understand the specifications, capabilities and limitations of the products purchased. Failure on the consumer's part to do so does not warrant a no-charge refund or exchange. No refunds or exchanges will be made on sales after fourteen (14) days of order receipt. After fourteen (14) days of the order receipt, defective items may be repaired or exchanged at Cinequipt's discretion for the same model or manufacturer's equivalent model. Cinequipt is not responsible for the personal data, images or materials left in returned merchandise, nor are we responsible for any consequential damage resulting from the sale or use of any merchandise bought from us. We are responsible for the monetary value of the merchandise only.

The following items cannot be returned:

- Media (Tape, Memory Cards, Optical Media) - exchanged if defective
- Hard drives - exchanged if defective
- Camera batteries - exchanged if defective
- Items with timers that show more than 120 minutes of use
- Special Order Items
- Canon Cinema EOS products
- Consumables

Lamps, Aerosols, Paints, Software, Lighting gels, Surveillance headsets, Ear pieces, Adhesive tape, Custom modified products, Cut materials, Eyepiece chamois, Batteries, etc.

Cinequipt has the right to refuse any return, for any reason, at any time.

## **WARRANTIES AND WARRANTY REPAIRS**

Most items that are sold by Cinequipt carry a manufacturer's warranty. Cinequipt will assist customers in directing them to the appropriate information needed to obtain warranty repairs. We can facilitate warranty repairs for some manufacturers, some fees may apply.

## **NON-WARRANTY REPAIRS**

Cinequipt is a repair facility for cameras, lights, tripods, audio equipment and more. Our in-house repairs carry a 30-day warranty. In the event a product is repaired with used parts at the customer's request, the repair warranty does not apply. We can facilitate non-warranty repairs for some manufacturers, some fees may apply.

## **MANUFACTURERS' REBATES**

It is the customer's responsibility to complete any rebate claim forms (online or paper) and return them to the manufacturer within the specified time limit and conditions of the manufacturers rebate program. It is further the customer's responsibility to carefully read and understand the terms and conditions of such rebate programs including any UPC code requirements before discarding any packaging. Cinequipt is not responsible for manufacturer or end user rebates.