



Sales & Repair Policies

February 2017

PRICING & PAYMENTS

Pricing and Quotes - Despite our best efforts at keeping current information available, prices are subject to changes beyond our control. A small number of the items in our catalog or on a quote may be mispriced or have had a sudden price change. If an item's current price is higher than our stated price, we will, at our discretion, either contact you for instructions before shipping or cancel your order and notify you of such cancellation. Final shipping costs may need to be adjusted during order processing. If there is a change in the total shipping cost, you will be contacted for approval before the order is finalized.

Please request a written quote from us as verbal quotes are not valid.

Credit Cards - For your security, Cinequipt does not store credit card information for phone in or online orders. Payment info is retained only until each order is complete. Upon each new order, credit card information will again be requested.

Other Payment Methods - Cinequipt also accepts cash, personal or company checks, wire transfers, bank checks, cashier's checks, or net terms with an established account.

ORDER PROCESSING

Special Order Products - Some special order products (custom made items, products sourced outside of CQ's normal vendor network, etc.) may require a non-refundable deposit. Special order products cannot be cancelled or returned.

Stand In Line Deposits - A Stand In Line Deposit is made to hold a place in line for a backordered, high demand, or future product. The deposit amount will be determined by CQ for each product. All clients placing a Stand In Line Order must give a valid credit card for charging at the time of shipment. If a client would like to pay by cash or check at the time of shipment, then CQ will not charge the credit card provided. All Stand In Line Orders must be paid COD.

Transactions, Projects, and Jobs Over \$20,000 - Orders larger than \$20,000 require a 50% deposit at the time an order is committed. CQ will not begin ordering equipment until taking receipt of the 50% deposit. CQ will not ship any equipment currently in stock until receiving the 50% deposit. Please consider the effect this may have on the delivery and installation time line. Please note that multiple transactions may constitute a single transaction, job or project and be subject to the required 50% deposit for each bill of sale related to the transaction, job or project.

For your protection, if your purchase is over a certain amount, your order will automatically be subject to security review.

SHIPPING

Also for your protection, all orders are shipped with a signature required at delivery. Please make sure the shipping address you choose will have someone available to sign for the package.

If you request that special order be drop shipped directly from the vendor, there may be vendor based drop ship fees. We do our best to disclose such fees; however, in the event that a fee is assessed that we weren't aware of, we will make every effort to get client approval before the item ships. This also applies to manufacturer crating charges, freight company lift gate services, or other freight company surcharges. Cinequipt may use recycled packing materials and boxes in an effort to take better care of our environment. Your order may arrive this way.

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. CQ cannot accept merchandise for return with completed warranty cards, or damaged or missing collateral material.

All claims for damaged or missing items must be reported to CQ 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.

CQ will not be responsible for any consequential or incidental damage resulting from the sale or use of any equipment purchased from us. It is important to read all instruction manuals before using your equipment.

RETURN / EXCHANGE POLICY

If you are for any reason dissatisfied with your order, you can return it to Cinequipt **within 14 days of your receipt of the equipment**, with certain 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 & your copy of the original sales receipt. Returned items that are defective will be replaced or returned at no charge. **A minimum 15% restocking fee** will be charged on opened box products. Items can be returned or exchanged only if they are in unaltered original packaging (i.e. - UPC codes intact) and delivered to Cinequipt in the same new condition as sold with literature, instructions and blank warranty cards included. Cinequipt does not refund shipping costs on any order. Special order products are non-returnable.

Cinequipt makes every effort to ensure that customers are purchasing equipment and supplies that are consistent with their application. It is ultimately the customer's responsibility to understand the specifications, capabilities and limitations of the products purchased. Failure on the customer's part to do so does not warrant no-charge refund or exchange. No refunds or exchanges will be made on sales after fourteen (14) days of order receipt. Cinequipt is not responsible for the personal data, images or materials left in returned merchandise. For cash

purchases over \$250 and check purchases over \$100, your refund will be issued by check from our business office within 30 business days of the return.

The following items cannot be returned:

- Canon Cinema EOS Products
- RED Digital Cinema Products
- Media (Tape, Memory Cards, Optical Media, etc.)
- Hard Drives
- Batteries
- Special Order Products

WARRANTIES AND WARRANTY REPAIRS

Most items sold by Cinequipt are covered by a manufacturer's warranty. All warranties are honored directly by their respective manufacturers. Cinequipt will assist clients in obtaining the appropriate information needed to resolve equipment issues under warranty. For some manufacturers, we can facilitate warranty repairs although fees may apply.

NON-WARRANTY REPAIRS

Cinequipt repairs production equipment. All repairs have a 30-day warranty. In the event the customer requests a repair with used parts, the repair warranty does not apply. All repairs must be picked up within 30 days of completion. Cinequipt is not responsible for repairs left more than 30 days after the repair is complete.

MANUFACTURER'S REBATES

It is the customer's responsibility to complete any rebate forms 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 on-line or mail in manufacturer end-user rebates.