



TERMS & CONDITIONS

Chatsworth Products, Inc. maintains a policy of continuous product improvement; therefore, we reserve the right to make changes without notice.

Products listed are F.O.B. Destination, prepaid and add to locations within the 48 contiguous states and do not include export packaging, insurance, taxes, tariffs or duties. For complete freight program details and information regarding export shipments contact our Customer Service Department at 800-834-4969

All orders received are subject to acceptance by Chatsworth Products, Inc. All orders are subject to a minimum charge of \$200.00 net per shipment. Chatsworth Products, Inc. must receive written confirmation for all orders prior to shipment.

Payment Terms are Net 30 days.

WARRANTY

Chatsworth Products, Inc. (CPI) guarantees manufactured products and each part or component thereof against all defects in material and/or workmanship. CPI agrees to remedy any manufacturing defect either through replacement or repair at no charge provided that the defective unit is returned, transportation prepaid, to the CPI factory. The warranty extends for a period of one year from the date of installation or initial use, provided that this period shall not exceed 18 months from the original date of shipment from factory.

Any product that has been repaired or replaced shall be similarly warranted on its repair or replacement for the remaining product warranty period or 90 days from the date of repair or replacement, whichever expires last. This warranty does not extend to products that have been subjected to neglect, accident or improper use, nor to units that have been altered by non-CPI personnel. No warranties other than those set forth in this section are given or implied with respect to the products furnished. CPI shall, in no event, be liable for consequential damages, for loss, damage or expense directly or indirectly arising from the use of the products, for any inability to use materials or from any other cause.

NON-WARRANTY REPLACEMENTS

CPI products are not serviceable in the field, and customers are encouraged to return them to CPI Customer Service for repairs. Some documentation and replacement components are available for purchase from CPI. Please contact Customer Service for ordering information and availability.

RETURNS AND REPAIRS

No products or part thereof shall be returned to CPI unless the customer first obtains a Customer Return Authorization (CRA) Number from a CPI customer service representative. This number must appear clearly and prominently on all shipping containers. Containers without the labels will not be accepted.

Products returned for warranty repair shall be shipped prepaid to CPI. Said products are subject to handling charges if no defects are found during inspection. All products returned to CPI shall be packaged to prevent damage during shipment. Any damage that occurs during shipment is the responsibility of the customer and the shipping company. CPI will send back repaired products freight prepaid.

If CPI finds that products returned for repair, whether in or out of warranty, have failed due to misuse or negligence or have components removed, CPI will repair the product in accordance with "out-of-warranty" charges. If CPI finds products, in or out of warranty to be damaged beyond repair, the customer can choose to have the product sent back "as is" or scrapped by CPI.