



## Terms & Conditions

Effective January 1, 2010

### Customer Service Hours:

Our experienced customer service team is here to help you from 8 a.m. – 5 p.m. P.T. For service prior to 8 a.m., please contact your regional account representative.

### Orders:

Orders placed before 10 a.m. Pacific Time (P.T.) will be shipped on or before the next business day. After 10 a.m. (P.T), orders will be shipped by the second business day.

**Minimum Order:** \$10.00 USD

**Drop Ship Charge:** \$5.00 USD per location

### Freight Terms:

Orders are shipped FOB Costa Mesa, CA USA. Requirement for free freight within the continental United States is as follows:

- Distributors qualify for free freight on orders of \$1,500 or more

Orders qualifying for free freight must be shipped via common carrier only. Special orders excluded.

Orders are shipped surface unless otherwise specified. FedEx, FedEx Freight, or FedEx National (UPS is not available)

Channel Vision is not responsible for any damages incurred in transit. Upon delivery to the carrier, all risk of loss or damage passes to the purchaser. Upon delivery by the carrier, purchaser should examine all merchandise, and as a basis for claim, should properly note any damaged merchandise on the carrier's bill of lading before signing. All claims against the carrier are the responsibility of the purchaser.

Missing items/cartons should be verified by purchaser upon receipt from the carrier, and noted on carrier's bill of lading. Channel Vision must be notified of any within **10 days** of the invoice date or the order will be considered to have been delivered intact.

### Customer Support:

Channel Vision is proud to offer one of the finest customer service programs in the industry, which includes:

- **Free System Layout Design\*** - Channel Vision's technical team will custom design systems for you (free of charge) and return a CAD drawing together with a recommended parts list via fax. Some conditions apply.
- **24/7/365 Toll-Free Technical Support** – A Channel Vision technical team member is always available to assist you, 24 hours a day, 7 days a week, 365 days a year at **800.840.0288**.

**\* Simply call or complete the Free Custom Panel & Systems Design form available on the Channel Vision Web site or in the back of the catalog.**

### Conditions:

All prices, models, specifications, terms and policies are subject to change without notice.

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