



# Shipping Policies

**All returns or claims must be approved by MAS, Inc. and assigned a Return Authorization (RA) number.**

**All products are subject to the manufacturers' warranties and procedures.**

**All claims are subject to the carrier's tariffs, rules, and procedures.**

## **UNAUTHORIZED RETURNS**

The customer is responsible for outgoing, return, and replacement charges if a shipment is returned without authorization. This includes, but is not limited to incorrect addresses, resident not available at time of delivery, or refusal of delivery.

## **BUYER'S REMORSE**

MAS, Inc. will accept most items back within 30 days as long as the item has not been opened or damaged. A restock fee may be applied in cases where the product requires special handling. There are items that are non-returnable such as computer products and custom ordered items.

## **PRODUCT FAILURE**

All product and technical support is provided by the manufacturer's help lines or websites. MAS, Inc. will only accept returns of defective items with an approved Return Authorization number.

## **CLAIMS**

- All shipments must be thoroughly inspected for product and box damage.
- The recipient is responsible to make note of any visible or potential damages on the delivery receipt.
- Concealed damages must be reported within 5 days for a truck shipment or 30 days for a parcel shipment.
- MAS, Inc. will coordinate all pick-up and replacements of damaged goods.
- All claims are subject to the carrier's tariffs, rules, and procedures.
- MAS, Inc. is not responsible for any claim that is denied by the carrier.

## **INTERNATIONAL SHIPMENTS**

MAS, Inc. can ship internationally. However, costs are not always known before the order is placed and additional shipment fee's may be billed.

## **TAX**

MAS can only collect taxes for shipments to OH, MI, and VA.

## **FOB**

MAS ships most products from Richfield, OH 44236. Orders may be dropped shipped from other locations.

## **THIRD PARTY BILLING**

MAS, Inc. can accommodate Third Party Billing but reserves the right to invoice a handling charge, additional fees from the carrier, or any unanticipated charges that may occur during the course of shipment.

## **CREDIT**

Shipments will be processed on any account with open credit terms, credit card payment, or prepayment. Accounts on credit hold are not guaranteed allocation of stock.