



General Sales Terms and Warranty

The following are the general terms and conditions of equipment manufactured by CantoUSA. The sale of all equipment is subject to the following terms and conditions:

Pricing and Sales Policy

The prices listed herein are in effect on the date noted on the Price List and are noted as *NET* prices. All prices are FOB Shipping Point and are SUBJECT TO CHANGE WITHOUT NOTICE.

Open Account terms of sale are net, 30 days on approval of credit by CantoUSA. Accounts past due shall be liable for service charges of 1½% per month (18% annual rate) of the past due balance. Credit card orders are subject to a 4% handling charge. Large and “Special Projects” require 25% non-refundable deposits and balance due before shipping.

Warranty

We warrant all products supplied by CantoUSA for a period of twenty four (24) months from date of installation against defects in materials or workmanship. This warranty includes parts and labor applicable to products that CantoUSA provides. Liability in all events is limited to the replacement, repair, or exchange of the item if determined by CantoUSA to be defective. The item must be returned to CantoUSA, shipping costs prepaid. No other warranties are either expressed or implied by CantoUSA. Physical damage after product installation is not covered under warranty. Extended service contracts are available upon request through CantoUSA.

Return Authorization

CantoUSA assumes no responsibility for goods returned to the factory without prior authorization. A Returned Material Authorization (RMA) Number will be issued by the CantoUSA customer Service Department on request. This RMA Number must be prominently displayed on the packaging of the return shipment.

Orders and Deliveries

CantoUSA will make every reasonable effort to meet the desired shipping schedules of our customers, but cannot be held responsible for delays beyond our control, such as, but not limited to: delays in shipping from our suppliers; flood, fire, or other acts of God; transportation delays of materials and components to us, or of final products to the customer. In general, we request a minimum of four- to six-week lead time from receipt of a confirming purchase order to the desired shipping date of Major Equipment orders. We will, of course, take every possible step to meet emergency or short-notice equipment requirements whenever possible.