



## Terms and Conditions

### DELIVERY

We enter your orders the same day received and ship within 30-days. If your order requires special handling or you need faster delivery please notify us when your order is placed and we will make every effort to make your requested delivery date.

### PAYMENT TERMS

All publicly funded organizations are offered immediate credit terms of Net 30-days. If you are an individual, booster club, or non-public company, please send a check or provide credit card information with your order. Customer agrees to pay invoices within 30-days and will be responsible for all fees incurred by the company to collect past due invoices.

### SHIPPING CHARGES

Customer will pay actual shipping charges. Our sales department will make every effort to obtain the lowest shipping rates available and pass on all discounts to our customers. Please call our sales department for freight rates.

### SATISFACTION GUARANTEED

If the quality of the product does not meet your expectations, please return it to us in undamaged condition within 30-days of receipt of your order and we will replace it, refund your money, or issue a credit on your account. We guarantee every manufactured product in our catalog to be free of defects in workmanship or materials for one year from the purchase date, when installed and maintained properly. We agree to repair or replace any item that may be defective and return it to you by freight prepaid. Products that show normal wear and tear will not be considered defective and will not be replaced.

At its sole discretion, Sports Venue Padding by Artistic Coverings shall send replacement parts, repair, or furnish replacement products for any products determined by Sports Venue Padding by Artistic Coverings to be defective provided it is returned to the factory (after authorization), transportation prepaid. This warranty applies only to products manufactured by Sports Venue Padding by Artistic Coverings and does not extend to **transportation, installation, or replacement charges** incurred by the customer. Sports Venue Padding by Artistic Coverings shall have the right to inspect any products prior to performance under this warranty. This warranty does not apply to damages to products occurring after delivery to, and after installation at purchaser's location.

### INSPECT ALL MERCHANDISE

All shipments must be inspected and checked for damage or shortages at the time of delivery. Any discrepancies or damage must be noted on the bill of lading or delivery receipt before signing it. Sports Venue Padding by Artistic Coverings is not responsible for damage or loss in transit. Please notify our customer service department of any shortages or damage within 10-days of receipt.

### RETURNS

Please call our customer service department at 877.599.9343, within 30-days of receipt of product to obtain a return authorization. Returns will not be accepted without authorization. Freight charges and a 15% restocking charge will be added, depending on the circumstances.