



Printer Supplies - Retail Terms & Conditions

Orders

Orders may be placed by web, email, phone or fax to the Customer Care Department. Operating hours are between 8:00 AM - 5:00 PM, CST, Monday through Friday. Orders placed by 3:00 PM will usually be delivered locally the next business day or shipped the same day, based on product availability.

Web address: www.lasercycle.com
Email address: orders@lasercycle.com
Phone: 913-894-7470 or 1-800-219-9204
Fax Order Line: 913-894-1212

Pricing

Price quotes are valid for 30 days from quotation unless otherwise specified. Invoiced prices may be from quotations, formal bids, contract, current price lists or standing arrangements. Prices are subject to change without notice unless otherwise agreed for a specified period of time.

Used Product Return

If you are dissatisfied with LaserCycle branded product, you may return it for a replacement or full refund within **ONE YEAR** of purchase. OEM and other compatible products are guaranteed for **THIRTY DAYS** from the original date of purchase. Please contact LaserCycle at 913-894-7470 or care@lasercycle.com for shipping instructions.

Return Shipping Address: LaserCycle Inc., 14849 West 95th Street, Lenexa, KS 66215

Overstock Product Return

To receive a credit:

- LaserCycle branded product must have been purchased within ONE YEAR of date of purchase
- OEM or other compatible product must have been purchased within THIRY DAYS of date of purchase

The manufacturer seal must be intact and the product packaging free of defacement or damage. Please call a LaserCycle Customer Care Representative at 913-894-7470 for instructions on how to receive a Return Merchandise Authorization (RMA). Product must be returned within 30 days of the RMA issuance date to be considered for credit. Be sure to include the RMA form as your packing slip. Only those items listed on the RMA form you receive from LaserCycle should be included in the return shipment. A 15% restocking fee will apply. No credit will be given for product that has been abused, non-LaserCycle purchased product, out of warranty, or repackaged and/or tampered with.

Payment Terms

Net 30 terms may be available with approved credit. Payment must arrive at our Shawnee office within the number of days dated on the invoice in order for it to be considered timely. If you have not purchased from us within the last six months, updated credit information may be needed for approval prior to delivery. Payment terms and credit status are subject to change without notice.

Accounts Receivable Address: 10601 West 79th Street, Shawnee, KS 66214, Attn: Accounts Receivable.

Credit Card

LaserCycle accepts all major forms of credit card including

Visa, MasterCard, American Express, and Discover. Purchases may be subject to prior authorization. Credit cards used after the point of sale will be charged a 3% convenience fee. For your protection, credit card numbers should never be disclosed on unsecured transmissions, such as faxes or emails.

Late Payment

Accounts past due on payments are subject to a 1.5% per month finance charge. Your account may also be subject to credit hold and shipping delays until the matter is resolved. Accounts sent to collection or adjudication will be responsible for collection charges and/or legal fees.

Returned Checks

Returned checks will be charged a fee of \$30.00 and must be replaced immediately with money order, cash or credit card payment. The account then becomes subject for review.

Shipping & Delivery

LaserCycle will provide FREE standard ground shipping with a minimum order of \$80.00 when shipped within the continental/contiguous US. Our goal is to ship by the quickest, most cost-effective means available and your order will be received within 1-4 business days. Shipping and handling charges will be added to your invoice for orders under \$80.00. Expedited shipping orders will be charged an actual shipping expense, as will all International orders, and orders shipped to Hawaii, Alaska and U.S. Territories. A fuel surcharge may apply, and we reserve the right to pass through any charges imposed on LaserCycle by carriers including, but not limited to, delivery surcharge, address correction, package refusal and deliverable shipments. Please note if you are ordering a combination of OEM and compatible cartridges, your shipment may originate from different locations, and deliveries may arrive separately using different carriers. You may also stop by and pick up your aftermarket supplies at our LaserCycle Distribution Center's Will Call entrance at 10601 West 79th Street, Shawnee, KS 66214.

Shipping Errors/Carrier Claims

Any shipment damaged in transit must be refused or signed upon delivery as "Damaged". Failure to sign for shipment with the denotation of "Damaged" will forfeit LaserCycle's ability to launch a claim with the carrier. In the event LaserCycle cannot launch a claim, the liability for lost or damaged merchandise transfers to the receiving party. Any shipment damage or product discrepancy must be reported to Customer Care at 913-894-7470 or care@lasercycle.com immediately upon receipt of shipment. All carriers require that the original package and its contents be retained for claim investigation. Failure of the customer to retain this will forfeit LaserCycle's ability to launch a claim, and in that event, the liability for lost or damaged merchandise transfers to the receiving party.

Limitation of Liability

LaserCycle will have no liability for failure to deliver goods or services within a specified time period. Damages directly related to these terms and conditions, will be limited to actual, proven, direct damages. Liability is limited to, and will not exceed, the net value paid to LaserCycle by the customer for that product or service which is the subject of the claim.