



**Telfusion Inc.**  
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Morrisville, NC 27560  
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<http://www.telfusion.net>

## **Telfusion Terms and Conditions of Sale**

### **General Terms :**

All new customers must pay in advance for processing and shipment of their order unless terms are pre-approved by Telfusion, Inc. credit approval process. Telfusion, Inc. must also receive and verify a completed credit application before processing of the order occurs. Telfusion, Inc. reserves the right to accept or reject any orders from customers.

(note: credit applications normally can be processed and verified within 1 business day (24 hours) but this time cannot be guaranteed).

### **Prices:**

All prices are subject to availability, and Telfusion, Inc. doesn't guarantee the availability of items posted on the website or provided in quotation by Telfusion staff. Inventories, availability, and pricing may change **DAILY**.

### **Payment :**

Payment of invoices are due upon receipt from date of invoice unless otherwise specified by Telfusion, Inc. All invoices unpaid after date due will be subject to a 1.5% service charge **per month**. Customers will be responsible for all costs resulting from overdue payments including attorney fees and other legal costs. Payments are due prior to shipment of the order unless an arrangement has been accepted by Telfusion, Inc.

### **Taxes:**

Customer is responsible for payment of all taxes resulting from the purchase and shipment of products from Telfusion, Inc. Taxes are not included on product quotations. All North Carolina orders will be subject to 7% sales tax (7.5% in Mecklinberg County).

### **Shipment:**

All sales are F.O.B. Morrisville, NC 27560. Customer is responsible for all charges resulting from shipment. Shipping charges must be prepaid by the customer to Telfusion, Inc. before the product is sent unless payment terms are accepted. Customer is responsible for products upon receipt of shipment and inspection should be prompt within 24 hours of receipt.

### **Return Policy:**

Telfusion, Inc. should be contacted within 48 hours of receipt of product if customer wishes to return product for any reason. A Return Merchandise Authorization Form must be completed and verified within 30 days of invoice date or prior to expiration of warranty period on product purchased (if any). Returns are **only** processed for orders received D.O.A. (Dead On Arrival). A 25% restocking fee may apply to all returns. Under no circumstances will RMA's be processed or warranty honored if warranty period has expired **or** customer has failed to **return** merchandise **WITHIN** the warranty period. Before processing RMA and return, all serial numbers must be inspected and verified and product thoroughly tested.