

TERMS

All Orders Placed with RCI Custom Products Will Be Subject to the Following Terms and Conditions

TERMS OF SALE

Minimum Order

The Minimum Value of any order or release must total \$50.00 or more.

First Time Orders

All first-time orders must be paid in advance by ACH, wire transfer, check or credit card. No orders will ship until all checks have cleared.

Custom Product

All Custom orders require a 50% deposit at the time of order. Balance remaining plus shipping and handling charges may be paid prior to final shipment via ACH, wire transfer, credit card or by check for authorized dealers with open credit terms.

Non-Custom Product

All standard or non-custom product orders (product plus S&H) may be paid in advance via ACH, wire transfer, by credit card or by check for authorized dealers with open credit terms

Credit Terms

A Dealer Application for credit may be obtained online ([click here](#) for application). Credit limits will be determined by RCI, and all accounts will be due Net 30 days from date of invoice.

Late Fees

All past due accounts will be subject to a service charge of 1.5% of the unpaid balance per month.

SHIPPING AND DELIVERY

Shipping

All orders will be shipped F.O.B. Frederick MD. Default method of shipment for all orders shipping to the U.S. will be UPS standard ground service. RCI will ship UPS 3-day, 2-day, next day or via Federal Express upon written request. Crated shipments will ship best way, either truck or air transit. Shipments outside of the U.S. will ship DHL or other carrier as directed by customer

Shipping Dates

Estimated delivery dates and shipping commitments will always be made in good faith. Every attempt will be made to adhere to these commitments; however, estimated shipping dates imply no guarantee of actual delivery time. RCI shall not be held responsible for any consequential or other damages resulting from any delays in shipping or delivery.

Damaged Merchandise

All claims for product damaged during transit must be made directly with the carrier. Any claim for loss or damage, whether visible or concealed, must be made within 7 days of receipt of merchandise. NOTE: Concealed damage must be reported to both the carrier and RCI within 48 hours.

RCI CUSTOM LIMITED WARRANTY

Standard and Custom Products

All RCI Standard and Custom products except for Press Mults, including plates, panels, wiring, enclosures, trim kits and accessories are warranted for a period of one year from the date of purchase against defects in materials or workmanship. Press Mults are warranted for three years. RCI warrants that in the event of a defect in material or workmanship, RCI will repair or replace the product promptly at our option. All products must be returned to RCI for evaluation and warranty claim, and must be shipped freight pre-paid with an RCI issued Manufacturers Return

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Authorization number. If RCI deems the product defective, we will first try to repair the product. If we cannot repair it or if the repair cost exceeds the value of the product, RCI will replace it with an equal or greater value model as determined by RCI. If the product is outside the warranty period and is not repairable, RCI will return the product as is. Any item repaired or replaced under warranty will carry a 90-day limited warranty, or the remainder of the original warranty, whichever is longer.

Damage from abuse, mishandling, improper installation, atmospheric abnormalities, water immersion, lightning or power surges, or damage sustained during shipping voids this and all other warranties.

Component Parts

Component parts and connectors provided with or without custom panels or other products, are warranted by the manufacturer of that part. Removal and replacement of component parts that are covered by a manufacturer's warranty, and that are used in the manufacture of custom panels or other products covered under warranty will be facilitated at no cost to the customer.

Electrical Components

Light bulbs and lamps, including LED lamps and lighted switches, provided with or without custom product, carry no warranty. Switches, volume controls and other electrical components damaged by misuse, installation or other causes are not covered by warranty.

Graphics Design

All Graphics work, including but not limited to design, transfer, replication, printing, screen work, laser marking, or rotary engraving will require authorization in the form of a signed proof prior to the start of work. Signature of proof document constitutes customer approval of the work to be performed, and agreement by the customer that RCI has interpreted and/or transferred the artwork properly, and that it is approved for use. All panels, labels, engraving, print work and laser marking will be warranted for a period of one year from the date of shipping.

Customer Returns

All returns for warranty repair or exchange must be shipped freight pre-paid, and an RCI issued Manufacturer's Return Authorization (MRA) number must accompany all returns. Any shipment delivered to RCI without an MRA will be refused and returned to shipper at their expense. Returns should be shipped via a carrier with tracking service or delivered in person. RCI will not be responsible for packages lost in transit. Warranty repair or replacement product will be return shipped via RCI's carrier of choice at RCI expense

Returns permitted for reasons other than warranty repair or exchange are subject to a minimum-restocking fee of 35%, and must be approved in advance by RCI, and product returned within 30 days of the original shipment. **Custom products are not returnable, except for warranty repair or replacement.**

Limits

RCI assumes no liability for installation, reinstallation, or costs associated with the installation or reinstallation of any RCI product. RCI liability shall be limited strictly to the repair or replacement of any product after its return to RCI, which shall be at the sole discretion of RCI. Liability will be further limited to the cost of the original purchase price. RCI shall be held harmless from any liquidated, real, or consequential damages resulting from the installation of any RCI product. Component parts selection or approval shall be the sole responsibility of the customer. Order's for custom products without specification of part numbers constitutes approval of any and all RCI part selections. Parts selected improperly will be exchanged, if possible, with the correct parts plus any cost differential and any subsequent shipping and handling charges. If RCI is requested to remove and replace exchanged parts, additional labor and shipping charges may apply. Plates and panels manufactured and sold without parts will be warranted only when hole location specifications are provided by the customer. Any component parts or equipment provided by RCI, and made a part of any RCI custom product, shall be covered by that manufacturer's warranty only.