

**MARS AIR SYSTEMS, LLC.**  
**SALES TERMS AND CONDITIONS**

**Effective January 1, 2015**

**Freight Damage:** Mars is not liable for damages to orders during transportation. It is customer's responsibility to inspect the order at the time of delivery to ensure its accuracy and condition. Any shortages or damages MUST be noted on freight carrier's bill of lading. Mars shall not be responsible for any shortages or damages not noted on the bill of lading. Concealed damages must be reported to Mars and the carrier immediately upon discovery, which should not exceed three (3) business days. In the case of concealed damage, Mars will file freight claim if it is notified within three (3) days of receipt when Mars paid for the freight. If customer paid for freight, it is the customer's responsibility to file a freight claim directly with the freight carrier.

**Changes:** Changes to customer orders requested in writing not yet processed (within 4 hours of order placement) are generally made at no charge to customer. However, there will be additional charges if the order has been processed depending on the status of the order in the manufacturing process. Please consult the factory at the time of order revision for more information. Custom or modified equipment orders will be subject to additional charges, please consult factory for details.

**Cancellations:** If customer order has not been processed, there will be no cancellation charges. If customer order has been processed and put into production, there will be a cancellation charge of at least 35%, with a minimum of \$50. If the order has been processed and built, cancellation charges of at least 50% will apply. The factory will advise of actual cancellation charges at the time of cancellation. Higher cancellation charges will apply on items that we don't stock and custom or modified equipment orders by not be cancelled. Please contact factory for details.

**Returns:** Customer must obtain Return Merchandise Authorization (RMA) number prior to returning any merchandise. All returned merchandise must be shipped in its original condition and packed carefully to avoid damage during transit. Returned shipments generally suffer damages if they are not returned in well-secured original container. Amount of credit, if any, will be determined upon inspection; no partial credits will be issued. Freight must be prepaid on all return shipments, and depending on the condition of the returned items at receipt, they may be subject to handling or restocking charges of at least 30%, or a minimum of \$200, for standard equipment and at least 50% for non-standard equipment. Custom orders may not be returned. The factory will advise of actual handling or restocking charges at the time of the return. Exchanges of undamaged equipment are subject to at least a 10% exchange fee, or a minimum of \$100. Custom or modified equipment may not be exchanged. If equipment is more than 90 days old it may not be returned, please consult factory for details. All credits can only be applied to future orders and not refunded.

**Non-Returnable:** The following items are not-returnable: Custom orders, previously installed items, used parts, units without the original packaging.