

# Terms and Conditions for Heim/Rousselle Parts

## COLLECTION COSTS.

1. Prices are subject to change, without notice
2. Payment terms are net 30 days.
3. Minimum order (parts replacement) is \$50 list price.
4. Invoices will include price of parts, shipping/handling, insurance and any additional charges incurred to process the order. Heim will bill any charges incurred by the customer to Heim/Rousselle accounts.
5. Accounts with past due invoices are subject to 1.5 % per month finance charge and/or credit hold.
6. The debtor / purchaser shall be responsible for any fees related to collecting on past due accounts including, but not limited to interest, collection agencies, attorney fees, etc.
7. Invoices are faxed unless requested otherwise in writing prior to establishing account.
8. Receipt of purchase order constitutes an acceptance of the terms and conditions.

## RETURNS.

1. In order to return parts you must call or fax our parts department to request an RGA (Returned Goods Authorization), which is your authorization to return merchandise.
2. An RGA must be requested within 31 days from the day the order was shipped.
3. An RGA is valid for 30 (Thirty) days from date of issue.
4. The following parts are non-returnable: all electrical parts, o-rings, packings, friction material, roller bearing, hardware items (nuts, bolts, screws, washers), springs, gaskets, and oil seals.
5. Returns will not be accepted without an RGA. A copy of the RGA must be included with the return shipment. Credit will not be issued for parts not specified on the RGA. If additional parts are returned without an RGA, Heim L.P. will make one attempt to return the parts freight collect. A 20% restocking charge is subject to apply.
6. An RGA must be returned prepaid, freight collect will not be accepted.
7. Restocking charges are subject to apply if terms & conditions are not followed.

**DEPOSITS.** Deposits are required for non-stock items or custom part orders.

**WARRANTY.** Heim L.P. warrants parts to be free from defects in material and workmanship under normal use and service for a period of one year from date of shipment (order date). The obligations for warranty by Heim L.P. are void unless factory approved parts are used and proper installation procedures are followed.

## CREDITS.

1. Credit for returns will depend and be issued upon return and inspection of parts.
2. Credits will not be issued for parts, which have been subjected to abuse, neglect, faulty installation, or where failure has been caused by accident.
3. Standard parts returned for credit (other than factory error) will carry a 20% restocking charge.
4. Non-standard or custom parts cannot be returned for credit.
5. Credits may not be taken unless they are authorized. Credits are authorized through a credit memo only and do not carry a cash value. To obtain a credit memo, an explanation must be sent to our parts department. (Example: receipt of service, RGA number-followed by items returned).
6. Credits issued for a particular invoice reflect that invoice only, and will automatically be applied to the invoice by the accounting department. If such invoice has already been paid, the credit will be left open to use against other payments.

## CANCELLATION.

1. Cancelled orders must be received in writing prior to shipment. If the order has already been shipped a 20% restocking charge, as well as any shipping charges incurred, will apply. Proper return procedures must then be followed to obtain credit.
2. On custom part orders a work in progress charge will apply. This will reflect material and manufacturing costs.

***Heim L.P. is not responsible for any changes made to a press after date of shipment. Parts and/or service are quoted pertaining to the information listed under the serial and model numbers as manufactured by the factory.***



**The HEIM Group**



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