

MINIMUM ORDERS

At this time FAIM Reps, LLC does not have minimum order requirements on our stock/inventoried products. Special order products are subject to carton quantities and you may be required to buy in carton quantity if the manufacturer requires.

PRICING

FAIM Reps, LLC always strives to provide an error free catalog and price list, but if errors are discovered they are corrected in our company wide system as well as in our printed/emailed/web posted documentation as quickly as possible. Pricing for manufacturers Replacement Parts are always subject to that manufacturers price increases or decreases. If a manufacturers prices change FAIM Reps, LLC is required to conform. FAIM Reps, LLC will always try to give at least 30 days notice of price changes but...PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

Please call or email for your specific pricing on all products as the L.A.S. Associates/FAIM Reps, LLC web posted pricing is always factory list price.

SHIPPING | FREIGHT | PACKAGING

We ship to the continental United States as well as HI, AK and Puerto Rico. We will also ship internationally via a reputable exporter if needed. Please contact us via phone or email for any international freight quotes/costs.

Orders will be shipped out of our Rochester (*Bloomfield*), NY, 14469 warehouse unless otherwise stated. Freight will be added to all invoices and may be subject to handling fees of up to \$7.00.

FAIM Reps, LLC ships with most major US carriers including USPS, FedEx and UPS ground and express. We can also make arrangements for LTL/Tractor Trailer freight pick-ups and deliveries upon request of freight quote. FAIM Reps, LLC will also ship with a customers UPS or FedEx Third party accounts, there is a \$5 handling fee per invoice associated with all third party shipped orders.

Shipping/Freight prices include only standard domestic packaging and will be packaged safely/securely to the best of our ability. Crating/Palletizing and/or export packing will have an added handling cost.

For the protection of our customers and FAIM Reps, LLC, we will be requiring that all parcels shipped out of our Bloomfield, NY warehouse have direct signature confirmation. This service will sometimes bring up to a \$5.00 signature service charge, specifically to our customers that have residential addresses.

We will drop ship to your customers with proper notice and documentation. If your ship to address changes after an order has already been fulfilled you agree to pay any/all fees associated with the interception/address change fees that FAIM Reps, LLC incurs.

REFUSED PARCELS: Any/all parcels that are refused upon delivery without the prior knowledge/approval of FAIM Reps, LLC will be charged all freight charges associated with that order. Please contact our customer service department to obtain approval for parcel refusal.

BACKORDERS

FAIM Reps, LLC tries very hard to ship all orders complete. In the event we are out of stock on any of the products on your orders our normal operating procedures are to ship what we have and backorder. Each shipment may have an individual shipping charge. If you would like to be added to our "SHIP COMPLETE LIST", please contact customer service via phone or email.

DAMAGE | SHORTAGE | ERROR CLAIMS

FAIM Reps, LLC will always cover internal errors, but cannot assume liabilities for external errors. Please be sure to open ALL packages and count all items BEFORE signing for your products. Check for concealed damage. If damage is found notify your delivery agent or carrier and the original carton should be kept for possible carrier inspection. Please contact us immediately if damage is found.

Shortage or damage claims need to be reported to FAIM Reps, LLC within 48 hours of delivery. After 48 hours we cannot make any claim guarantees. In order to process a shortage/damage claim we will need your invoice or sales order number. If shipping via third party shipping accounts FAIM Reps, LLC is not responsible for and cannot make any shipping claims, this needs to be handled by the third party account holder.

Once an order is fulfilled and shipped it is consigned to the carrier. PLEASE NOTE: carriers are responsible for any shortage or damage incurred until you sign a clear bill of receipt. In most cases carriers will not honor a claim if they have a signed receipt from the receiver. Please DO NOT deduct from an invoice for any shipping discrepancies/shortages or damage without first contacting FAIM Reps, LLC customer service to obtain authorization.

SPECIAL ORDERS | NON-CORE ITEMS

SPECIAL ORDER items are classified as any product that L.A.S. Associates/FAIM Reps, LLC does not normally carry and is brought in specifically for a customer. Or if a product is brought in for a specific customer and stocked only for said customer. These items are also classified as NON-CORE. We are happy to order any product that you need. If we do not stock an item, in most cases product will need to be ordered in case quantity if required by the manufacturer. Your customer service representative will tell you if your product qualifies as Special Order.

Special ordered product CANNOT be canceled without our authorization as in many cases the NON-CORE items have already been ordered and may not be able to be canceled. If a special order is canceled you will be liable for any restocking fees and/or freight charges incurred (*see Return Policy section 11 for details*)

RETURN POLICY

Unused NON-DEFECTIVE items with part numbers clearly identified and in resalable condition are subject to a 15% restocking charge and must be returned within 90 days of invoice date to qualify. Returns that are older than 6 months in most cases, cannot be accepted. Please contact customer service with issues.

SPECIAL ORDER items in most cases are not returnable or are subject to a 25-35% restocking charge depending on the manufacturer, please contact customer service for specifics. Your customer service representative will tell you if your product falls in the Special Order category.

DEFECTIVE ITEMS may be returned at FAIM Reps, LLC discretion for account credit or replacement. No cash refunds can be given.

NO returns of any type will be accepted without part numbers, invoice number and a documented RMA number. Returns must be received within 30 days of the issuance of the RMA number.

Please contact 877.322.5019 for ALL RMA requests, please have the following information on hand when calling for return authorization: Customer Name, original purchase order number, invoice number, and the reason for the return. Upon RMA approval you will receive an RMA form from FAIM Reps, LLC via email or fax.

CREDITS: Will be issued within 30 days after the returned product is received and if inspection requirements are met.

CREDIT EXPIRATION: After 12 months all credits will be taken out of our system and a check in the amount of your credit will be sent out to the company/individual address that we have on file in our system. We will not send a credit check to any other address than we have on file.

CALIFORNIA CUSTOMERS

FAIM Reps, LLC does not guarantee that all products meet California environmental laws or Proposition 65. It is the sole responsibility and liability of the purchaser to order products for use in California that complies with California laws.

USE DISCRETION

The products that L.A.S. Associates/FAIM Reps, LCC supplies are intended for use/installation by qualified, experienced and sometimes licensed professionals, and the selection of the appropriate products for their intended use must be made by persons knowledgeable in this field. L.A.S. Associates/FAIM Reps, LLC cannot be held responsible for products that fail or harm if not used for their intended purpose.

WARRANTY

Please be advised that L.A.S. Associates/FAIM Reps, LLC is the DISTRIBUTOR of wholesale parts and supplies and not the manufacturer. Liability for any defective part and or supply is limited to but not required for L.A.S. Associates/FAIM Reps, LLC replacing the item with the same, or comparable part or supply. L.A.S. Associates/FAIM Reps, LLC is not liable for any injury, loss or damage, whether direct, incidental or consequential resulting from the purchase, use or the inability to use any part(s) or products sold by L.A.S. Associates/FAIM Reps, LLC. There are no warranties which extend beyond the description of goods nor does L.A.S. Associates/FAIM Reps, LLC imply ANY warranty. Buyer voids any manufacturer warranty if the defective part/product is subjected to abuse, improper use, or improper installation.