

# Terms & Conditions

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## Freight

Transportation and handling charges on all goods are prepaid by dormakaba USA Inc., and billed back to the customer, unless otherwise specified. Free freight will apply on all orders of USD\$4000.00 net or more per purchase order within the continental United States, unless otherwise specified. Carrier to be selected by dormakaba USA Inc.; air freight and other requested shipments will be at the expense of the customer. Handling is added to freight.

## Product Changes

dormakaba USA Inc. reserves the right to discontinue models and/or make changes at anytime in materials, parts, components, specification, etc., without notice and without incurring any obligations on models built prior to the change.

## Shortages

A written claim for shortages must be made within 10 days after receipt of the order.

## Templates

Templates are available for all standard products, special templates and wiring diagrams for custom orders are available upon request for a minimal fee.

## Defective Products

Products that exhibit defects in any material and/or workmanship will be replaced by the factory upon verification by a local representative or the technical department at dormakaba USA Inc.. All returns must be issued a returned material authorization (RMA) number prior to being sent back to our facility. Returns can be done immediately or periodically, depending on the urgency. They will be addressed promptly. Warranty information is available upon request for individual products.

## Cancelled Orders

Cancelled orders are subject to an additional charge. Cancellation will not be accepted of goods that are not regular stock items, such as special orders. Damage Claims – Title passes to the customer upon delivery to the carrier. Loss and damage claims must be filed with the carrier by the customer. Disputes with the carrier do not alter our payment terms and are the responsibility of the customer.

## Credit Balance

Any resulting credit balance on a customer's account for returns or any reason other than dormakaba USA Inc. error, must be used as a credit against future purchases. Checks will not be issued to pay off a credit balance, other than due to dormakaba USA Inc. error.

## Prices

Orders are accepted with the understanding that they will be billed at prices in effect at the time of shipment, except when firm prices have been quoted. Prices are subject to change without notice.

## FOB

Prices are FOB our warehouse. Upon pick-up by the transportation company, shipments become the property of the purchaser, who assumes the risk of loss or damage in transit.

## Payment Terms

Payment terms are NET 30 DAYS to customers with approved credit. Cash discount terms of 2% - 10 days are available unless otherwise stated. We reserve the right to withhold shipment to accounts that do not meet our payment terms. State sales tax is extra where applicable..

## Returned Goods

Any defects or errors for which RCI is responsible for will be promptly rectified. Returned goods will not be accepted without prior approval and a returned material authorization (RMA) number, which must appear on all documentation relating to the returned merchandise. The original invoice number and purchase order number is required for all returns. All returns must be shipped with freight prepaid. Returned goods are subject to a minimum restocking charge of 20%. There may be additional charges to replace any abused or misused parts or components to restore the product to its original or saleable condition. Time limit for returning merchandise is 30 days after authorization, unless otherwise stated.

## Special Order Returns

Returns of "Special Orders" will not be authorized.

## C.O.D.

While processing a credit application, RCI may require your initial order C.O.D. We reserve the right to make C.O.D. shipments at our discretion.

## Discounts

All discounts are subject to foreign exchange fluctuations, changes in import duties, and other applicable taxes.

## E&OE

Errors and Omissions Excepted.

## Minimum Charge

No minimum charges apply.

## Non standard finishes

Some "non-standard" finishes may come with an added charge. Contact customer service for information prior to order.

# RCI Product Warranty

Subject to the limitations herein, dormakaba Canada Inc. warrants its products from the date received by Purchaser. Specific product warranties may vary according to products and are listed in their respective product sections below. Failure of the Purchaser to notify dormakaba Canada Inc. within the time limit set in this section shall constitute Purchaser's waiver to have the malfunction or damage remedied. dormakaba Canada Inc. reserves the right to modify this warranty at any time, it being understood that such modification will not alter the warranty conditions applicable to the products sold while this warranty is in effect.

<b>Electromagnetic Locks</b>	LIFETIME	8310/20, 8310-IQ/20-IQ, 8360, 8365, 8371/72, 8375, 8380
	1 YEAR LIMITED	171HD, ZB171HD
	10 YEAR LIMITED	DE8310, DE8310S, EW8310
<b>Electric Strikes</b>	1 YEAR LIMITED	12C
	5 YEAR LIMITED	O161, 4 Series, F4 Series, F1 Series, 7 Series, VR165, VR166
	10 YEAR LIMITED	O162, F0162, O163, 2 Series, 6 Series
<b>Exit Devices</b>	1 YEAR LIMITED	1300 Series, Trim and Accessories (Electrical)
	3 YEAR LIMITED	120/1200 Series, Trim and Accessories (Mechanical)
<b>Keypad &amp; Readers</b>	2 YEAR LIMITED	Keypads - 9212i/9212iLW
	5 YEAR LIMITED	Proximity Readers - 6005R, 5395R, 5355R, 9321/22/23
<b>Power Supplies</b>	LIFETIME	DKPS-2A; DKPS-4A; DKPS-6A
	1 YEAR LIMITED	T1001, T1002, T1003, T1004, T1005, T1008, T1009
	2 YEAR LIMITED	TD365 (Day Timer)
<b>Switches</b>	LIFETIME	Pushbuttons - All, Keyswitches - All, Alert & Sounders - 903, 914
	1 YEAR LIMITED	Bridge Cables - 9512/9513, ILO6, WPDT, 912, T2T
	2 YEAR LIMITED	909 Rocker Switch
	3 YEAR LIMITED	917, 913, 915/915AFI, 9 LP36, 9 RCR433/9 RCT433, Hinges - 9520/21/22/23/24
	5 YEAR LIMITED	Current Transfers - 9507, 9509, 9500/01/03/05, 904, 910TC
<b>Locksets</b>	LIFETIME	C800 Cylindrical Lock (Mechanical)
	2 YEAR LIMITED	C800 Cylindrical Lock (Electrical)
<b>Specialty Locks</b>	1 YEAR LIMITED	35525/3525PRX, 3525 iCL, 3525 DFR, YG80
	2 YEAR LIMITED	3590
	3 YEAR LIMITED	3510LM, 3513/3513DM, MEM2400, MEM4400, S2500A, EM-MAG1500

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