

TERMS AND CONDITIONS

Conditions of Sales: Open accounts will be extended with satisfactory credit rating. Sales tax will be charged on all items where required by state law.

International Orders: All International orders must be paid in U.S. funds.

Orders: When ordering, please include item number, description, applicable color options, quantity, and price. For additional pricing or quotes, please contact Easy Picker's sales Staff.

Shipping: F.O.B. shipping point. Orders are shipped via Federal Express or by a freight line. Shipping and packing charges are added to the customer invoice.

Cancellations: Orders once placed with Easy Picker may be subject to cancellation charges.

Return Policy: Easy Picker Golf strives to maintain excellent customer service and satisfaction of our products but if for some reason you wish to return an item, please contact your Sales Representative at 1-800-641-4653 and inform them of your issue. You will be issued an RMA Number along with instructions for your return.

- **Incorrect Product:** You are eligible for a full refund of the purchase price including original shipping costs. To receive a refund you must return your order in the same condition you received it in within 21 days. If the item is not returned within 21 days, a 10% restock fee will be applied.

- **Damaged Item:** In cases of damage, the return process can often be expedited by providing a digital image of the damage along with a clear description of the problem in an email to your Sales Representative immediately.

- **Truck Shipments:** BEFORE SIGNING DELIVERY RECEIPT / AT TIME OF DELIVERY

Remove outer packaging from equipment and inspect for any damage. If damage has occurred, DO NOT remove equipment from shipping pallet or discard any packaging materials. Notify the Freight Carrier/Driver (R&L Carriers 1-800-543-5589) immediately of the damage and make sure it is noted on the Delivery Receipt. Also notify Easy Picker Golf of damage right away.

FAILURE TO PERFORM ANY OF THE ABOVE PROCEDURES IN A TIMELY FASHION MAY COMPROMISE ANY COVERAGE BY EITHER THE FREIGHT CARRIER AND/OR EASY PICKER GOLF PRODUCTS.

- **Customer Does Not Want Item:** Our protocol may vary depending on the item you wish to return. We recommend contacting your Easy Picker Golf Account Executive directly before initiating your return, as otherwise the return may be canceled. Please do not ship your item until you have received confirmation from your Sales Executive and have been issued an RMA Number. If Easy Picker accepts your request and if the product is returned within 21 days in the same condition you received it in, you will be refunded for the product. This WILL NOT include original and return shipping charges nor a 10%-25% restock, which may also include additional fees depending on the item.

- **Warranty:** Easy Picker Golf warrants most of our products against defects in material and workmanship for the period of ONE YEAR from the date of purchase. This warranty EXCLUDES any malfunction or damage due to abnormal use of the product or product operation not in compliance with the OPERATING INSTRUCTIONS section of the equipment manual provided (manuals are usually provided for large equipment only.)

ALL PARTS COVERED UNDER WARRANTY MUST BE RETURNED TO EASY PICKER TO RECEIVE CREDIT.

- **Shipping Charges:** If an item needs to be returned for warranty and the original purchase date is within 21 days, Easy Picker will replace the item/part and will cover all shipping expenses. Easy Picker Golf will not be responsible for shipping expenses for any item that needs to be returned for warranty after 21 days of original purchase date.

Prices and Descriptions Subject to Change Without Notice