

## **Term and Conditions**

By visiting this website you agree to the terms and conditions.

### **Prices**

Price are in Euros and subject to change due to changing market conditions, product discontinuation, manufacturer's price changes, errors in advertisements and other extenuating circumstances. The prices are export prices without German VAT. We try our best to use accurate and up-to-date information.

### **Shipping Terms**

Order will be shipped to the customers declared shipping address as soon as possible after we confirm your payment. Once you have decided to purchase an item, simply send us an email with your complete shipping address details, home or mobile phone number.

A phone number is very important as the shipping agent can call you in case you are not present at your shipping address in the moment of delivery. Please make sure someone is available at the address to sign and receive the equipment.

Your order will be packed using proven packaging system and well-protected.

All orders will be shipped out by fastest and most efficient shipping company. We will provide you with the air waybill document and tracking number.

The courier agent we use normally deliver between the hours of 9am and 6pm on working days. If you are not in when the couriers call, they will leave a card giving details of how you can arrange to pick up your order or have it redelivered. If you experience any problems give us a call and we will do our best to help out.

### **Return Terms**

If you are not completely satisfied with the equipment purchase in the first 14 days of the delivery date, please return the item to us and we will issue a full refund towards the original form payment. Items must be return with original packaging materials, sales receipt or packing list, warrantee/registration cards and instruction manuals. We will not accept used products for return. With all returns shipping/handling is to be paid by the customer and is non-refundable.

Refunds will be applied back to the customers bank account purchase. If payment was made by check or money order, refunds will be issued by check. Please include your sales receipt or packing slip. Please send all returns via an insured and/or traceable we will work hard to ensure your complete satisfaction. Please return with original packaging materials, sales receipt or packing list, warrantee/registration cards and instruction manuals.

### **Payment Term**

You can pay through Bank Money Transfer (bank wire), PayPal, Western Union and Cash. We accept only advance payment.

*Bank Telegraphic Transfer (TT) in Advance or Deposit payment (Order details and company bank account for payment declare inside the invoice)*

When using Bank Telegraphic Transfer (TT), please transfer enough money to cover all bank's service fee. This will ensure that we receive your full payment and will help you avoid monetary loss caused by refunds or disputes.

#### *PayPal*

We only can accept PayPal for repeated order with returning customers. This happened due to many PayPal fraud in the past, we suffered of it. Please note: you have to pay the PayPal fees- 1.9%- 3.9%.

#### *Credit Card*

Same with PayPal, We only can accept payment through Credit Card with returning customers.

#### **Shipment terms**

Shipments are dispatched from our warehouse to any place in the world.

All orders shipped using proven packaging system, package well-protected, robust, shockproof and strong to avoid damage during shipping. All units purchased will be thoroughly checked, inspected by authorized factory-trained technicians upon shipment.

Shipments are fully insured and guaranteed against loss, theft, damage and shipped out in an expedited fashion. Whether you reside domestically or internationally. We guarantees the fastest and most efficient shipping service.

Orders usually are shipped within 1-4 business days after payment confirm credited by our billing department. Once orders ship out, we will provide copy shipping documents like air waybill and online tracking number by email.

Whichever shipment choice you make, we will provide you with a link to track your package online. We will inform estimate time of arrival depending on address destination, but it takes basically from 2 to 10 business days at air shipping and 21-45 days at sea shipping for your order to get into your address.

#### **Air shipping:**

- USA : From 3 to 5 business days.
- Canada : From 3 to 5 business days
- Australia : From 3 to 6 business days.
- Western Europe : From 1 to 5 business days.
- Eastern Europe : From 1 to 5 business days.
- South America : From 3 to 7 business days.
- Middle east : From 3 to 8 business days.