

Shipping & Returns

1. SHIPMENTS TO NEW ACCOUNTS ARE PREPAID OR APPROVED TERMS ONLY.
2. ALL ORDERS ARE SUBJECT TO CREDIT APPROVAL PRIOR TO SHIPMENT.
3. ADIRONDACK TECHNOLOGY RESERVES THE RIGHT TO WITHDRAW OR MODIFY PRICES ON ANY PRODUCT OFFERED WITHOUT PRIOR NOTICE.
4. MERCHANDISE WILL NOT BE ACCEPTED FOR RETURN (FOR CREDIT OR REPAIR) UNLESS OUR PERMISSION HAS BEEN PREVIOUSLY GIVEN, AND A RMA NUMBER HAS BEEN ISSUED.

PLEASE CALL 1-800-487-8815 FOR A RETURN AUTHORIZATION (RMA) NUMBER. EQUIPMENT MUST BE RETURNED WITHIN 10 BUSINESS DAYS OF AN RMA ISSUE DATE, AFTER WHICH THE SHIPMENT WILL BE REFUSED. THERE WILL BE A **15% RESTOCKING CHARGES** AS FOLLOWS: FOR MERCHANDISE ACCEPTED FOR RETURN PROVIDED THAT THE CARTONS ARE UNOPENED AND GOODS ARE NOT DAMAGED. CREDIT MAY BE DENIED IN THE EVENT THAT THE PRODUCT IS RETURNED DAMAGED, MISSING PARTS OR PACKAGING MATERIALS.

5. **ALL SHIPPING CHARGES ARE NON-REFUNDABLE.**
6. WITHIN **15 DAYS** FROM THE DATE OF DELIVERY, PRODUCT MAY BE RETURNED OR EXCHANGED IF DEFECTIVE. DAMAGE TO THE PRODUCT RESULTING FROM ACCIDENT, MISUSE, ABUSE, OR MODIFICATIONS NOT AUTHORIZED BY ADIRONDACK TECHNOLOGY OR THE MANUFACTURER OF THE PRODUCT WILL NOT BE ACCEPTED FROM THE ABOVE TERM. PRIOR TO RETURNING ANY PRODUCT, PLEASE CONTACT RMA DEPARTMENT TO START THE RETURN MERCHANDISE AUTHORIZATION (RMA) PROCESS. IMPORTANT! SINCE OUR WAREHOUSE IS NOT IN THE SAME LOCATION AS OUR MAIN OFFICE, PACKAGES WITHOUT A RMA NUMBER WILL BE REJECTED AND RETURNED INTACT TO THE SENDER WITHOUT PROCESS.
7. NO RETURNS WILL BE ACCEPTED FOR EQUIPMENT PURCHASED OVER **15 DAYS** OLD AFTER DATE OF DELIVERY.
8. ALL SHIPMENTS RECEIVED DAMAGED MUST EITHER BE REFUSED OR NOTED ON YOUR DELIVERY RECEIPT OR BILL OF LADING AT THE TIME OF ARRIVAL OF GOODS IN ORDER TO INSURE THE LIABILITY OF THE DELIVERING CARRIER.
9. ADIRONDACK TECHNOLOGY RECOMMENDS SHIPPING INSURANCE ON ALL PRODUCTS PURCHASED, AS ADIRONDACK TECHNOLOGY IS NOT RESPONSIBLE FOR PRODUCTS DAMAGED OR LOST DURING SHIPPING AND WILL NOT BE HELD LIABLE FOR SUCH.

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