



# TERMS & CONDITIONS

## Satisfaction Guarantee

BPI guarantees 100% satisfaction with your purchase. Products may be returned for a refund within 30 days of the date the product was shipped when returned in accordance with the Return Policy set forth below.

## Return Policy

All returns must be authorized by BPI and require a return authorization number. Call Customer Service at 800/621-DUNK for a return authorization number. Returns must be postmarked within 30 days of date the product was shipped; otherwise the return will not be eligible for credit. Items must be returned in their original condition, including all tags, packaging, and accessories. A restocking fee may apply and shipping charges will not be refunded unless the merchandise is defective or it was shipped incorrectly.

## Limited Warranty

BPI warrants all products in this catalog against defects in workmanship and material for one (1) year from the date of shipment, unless otherwise noted in this catalog. Normal deterioration of products due to weather, wear and tear, or other causes that do not affect the functional use is not covered by this warranty. Alteration or modification of the product voids any warranty. BPI reserves the right to repair, replace, or refund, as appropriate. All warranties are valid only when the product is used in the intended application as outlined in the products printed literature and when installed/assembled in accordance with instructions. Products that meet the aforementioned conditions may be returned within the warranty period in accordance with the Return Policy set forth above.

## Pricing and Specification

Prices are effective through December 31, 2012. BPI reserves the right to correct catalog errors in pricing and/or specification. Customers will be advised of changes in price or specification before orders are processed.

## Sales Tax

State and local sales taxes (5%) will be added to orders shipping to Virginia. Unless your organization is a branch of the federal government, evidence of tax exempt status must be provided to BPI. Otherwise, applicable state and local taxes will be added to orders.


## Custom Orders

Custom orders require customer approval before processing. Changes to custom orders may result in additional charges and/or extended lead-times.

## Payment Terms

BPI offers net 30 day terms to public institutions and approved accounts. Additionally, we honor most credit cards and accept pre-paid orders. Orders from outside the U.S. require prepayment before shipping. A valid purchase order or purchase order number is required for all purchases. Customers requesting credit terms are required to complete a customer information sheet and are subject to a credit investigation prior to order release. Past due balances will be charged 18% per year, or the highest rate permitted by applicable law. Customers also agree to pay any and all fees, including attorney fees, incurred by BPI to collect past due invoices.

## Freight

Most products can be shipped via UPS or FedEx within the continental U.S. For non-truck shipments, add 15% to the product cost to calculate shipping charges. Products denoted with a truck symbol  are shipped via motor freight and require separate quotes. Please contact Customer Service for motor freight quotations. Title passes to the customer at the time a shipment is delivered to the freight carrier. However, BPI will gladly assist customers with freight claims. If a shipment is short or damaged, it must be noted on the freight delivery document at the time of delivery. Please notify BPI immediately for assistance with freight claims.

## Duplicate Orders

To avoid accidental duplication of telephone orders, DO NOT send written confirmation unless requested by Customer Service. If you must send confirmation, please mark the order as "Confirming Order, Do Not Duplicate."

## Force Majeure

Although we strive to meet obligations set forth in our catalog and promotional materials, we will not be liable for any failure to perform any such obligations by reasons of acts of God or the elements; acts, delays, and failures to act by governmental authorities; riots, insurrections, terrorism, sabotage, and war; labor strikes, interruption, suspension, curtailment, or other disruption of utilities; or other matters beyond our reasonable control.



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