

SERCOMP TERMS AND CONDITIONS

General Information

Sercomp has a long and proud history in the imaging supplies industry. Our product line includes compatible supplies for laser, ink jet, impact and thermal printing devices. Sercomp is not affiliated with nor licensed by the equipment manufacturers. Trademarks and brand names shown in this document and other documents published by Sercomp are intended to indicate compatibility only. Sercomp markets only to resellers. We do not market to end-users. To become a Sercomp reseller, please contact our Sales or Customer Service Department.

Credit and Terms

A Sercomp credit application must be completed before you can be considered for credit. For customers within the USA, our terms are net 30 days from date of shipment. New customers must pay in advance by credit card or check while the credit review is pending. Not all applicants will qualify for credit. International customers must pay in advance via irrevocable letter of credit, wire transfer or cash in advance. Please contact our Credit Department for further information and to obtain the credit application documents. Customers who do not pay as agreed are liable for balances due plus collection and legal costs.

Minimum Orders

Sercomp's minimum order is \$50.00 net, shipping at one time to one location. Orders of less than \$50.00 but more than \$25.00 will incur a \$5.00 order charge. Orders of less than \$25.00 will incur a \$10.00 order charge. All orders must be in increments of Sercomp's standard packaging as shown on the current price list.

Freight

All orders are shipped FOB Moorpark, CA 93021. Unless specified by the customer, Sercomp reserves the right to select the carrier. Added costs incurred when a customer selects an alternate carrier will be billed to the customer.

Drop Shipments

Sercomp offers blind drop shipments to its customers. Drop shipments refused upon delivery are subject to a 15% restocking fee as well as the outbound and return delivery cost.

Warranty

Sercomp products are designed and built to meet or exceed OEM performance standards. Our products are warranted against defects in material and workmanship for 180 days from the date of original shipment. This warranty gives you specific legal rights. These rights may vary from state to state within the USA. All warranties, whether expressed or implied, are hereby negated and disclaimed, including warranties of merchantability or fitness for a particular purpose, as are claims for non-infringement. See our warranty for more complete details.

Liability

Sercomp's sole obligation under this warranty is to repair or replace the product in question. At our option, we may elect to issue credit to your account. We assume no liability whatsoever for incidental or consequential damages that may arise from the use of our products.

Freight Claims

Sercomp must be notified of any discrepancy or shortage with a shipment within 10 days of receipt of order. In-transit damage claims must be addressed to the freight carrier. Title to products sold by Sercomp passes to the buyer at the time of shipment.

Orders for Non-Standard Products

Orders for non-standard products and non-price list items, including special packaging, are not returnable for any reason. Special minimum order requirements apply to all non-standard and non-price list items. Longer lead times apply to these products as well. All non-price list and non-standard products require a specific written price quotation from Sercomp.

Price Changes and Invoice Discrepancies

Sercomp will make a reasonable effort to notify our customers of price increases in advance. Market conditions may prevent us from giving advance notice. All items will be billed at our prevailing price on the date of shipment. Invoicing errors must be reported within 15 days of the date of invoice.

Returns

Sercomp requires a Return Authorization (RA) for any return for any reason. Unauthorized returns will be refused. The Return Authorization number must be marked clearly on the outer cartons of any returned merchandise. To request an RA, please contact our Customer Service Department. Provide them with your invoice number, invoice date, product part number(s) and product quantity as well as the reason for the return. A copy of the original invoice should be included in the return shipment. Product returned for any reason, other than a defect in material and workmanship, will be subject to a 15% restocking charge. All returns will be inspected and the results of the inspection may be made available to you. It is the responsibility of the reseller to assure the returned merchandise in its original packaging and in its original condition.

Stock Rotation

Requests for stock rotation must be made within 90 days of the date of shipment. Returns for stock rotation are limited to 10% of the dollar value of the customer's purchases in the previous 30 days. Returns for stock rotation are subject to a 15% restocking charge.

Exceptions to Our Terms and Conditions

Only an authorized officer of Sercomp may make exceptions or modifications to our stated terms and conditions. Those exceptions and modifications are valid only if made in writing and signed. Sercomp employees and agents DO NOT have authority to make modifications to these terms and conditions. Customers with credit who violate the terms of their credit agreement forfeit warranty coverage and eligibility for any special program offered to them by Sercomp.

Credit Cards

Sercomp accepts Visa, MasterCard and American Express

Contact Us

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