

# Terms and Conditions

## Part Policy



\*Note: All shipments to J & M Trading must contain a valid RMA to be considered for the policies below. Any non-exchange shipment must have prior notice to a J & M representative.

### Exchange Policy

Purchased items classified as exchange must be a like and repairable item to the one sold, including variations (such as a dash number on the part number). Said exchange item must be returned to our facility within:

- 30 calendar days for domestic sales
- 60 calendar days for international sales

Extensions or retractions to the exchange period can be made when necessary. These concerns must be brought to the attention of J & M Trading **within 15 days of the purchase** to be considered for an extension. Any retraction made will be specified at the time of sale.

If an exchange is not returned within the specified period, or if any special circumstances are not brought forward, an additional billing charge will be assessed based on the OEM list value or the outright price quoted (if given).

### Warranty/Dead-on-Arrival (DOA) Policy

All warranty periods are declared at the time of purchase and included on the invoice. If no warranty is listed, the sale is assumed to have a warranty period of 90 days (not including MRI coil or tube sales). MRI coil and tube sale warranties will be given at the time of purchase. Sales without a provided warranty will have a specific declaration on the invoice.

The declared warranty begins at the date of delivery or date of pickup. Any warranty claims must be made within the provided warranty period to be considered valid, and all warranty replacements will be invoiced separately. Warranty returns will be evaluated once received by J & M, at which time credit will be provided on the original invoice if the warranty claim is validated.

Dead-on-arrival (DOA) claims must be made **within 7 calendar days** from the date of delivery. Any DOA claim made following that point **will be considered invalid**, at which point no credit will be given. All other warranty claims made must be returned within the following periods (except in special circumstances):

- 15 calendar days for domestic sales
- 30 calendar days for international sales

Any returned warranty claim having been tampered with (breaking security paint, removing labels, etc.) or damaged outside of normal use (broken connectors, excessive physical damage not caused by shipping, etc.) **will not be considered a warranty claim**. The returned item will be considered an exchange, and **no credit will be given**.

## Restock Policy

All part sales are eligible for a restock within

- 15 calendar days for domestic sales
- 30 calendar days for international sales

All restock attempts must have prior approval by a J & M representative and a valid RMA. Any unannounced or invalid restocks will be considered an exchange when received. Credit will be given after the restock has been evaluated based on the following (J & M reserves the right to adjust restock fee):

- Up to 20% fee for unopened items (unbroken seal)
- Up to 25% fee for opened items

Restock requests having been tampered with or not working on return **will be considered an exchange, and no restock credit will be given.**

## Shipping Containers

Shipping containers specified as high value must be returned to our facility within the exchange period applicable to the sale. Said high-value containers will be marked as such when sent. If the shipping container is not returned within the specified period, an **additional charge will be applied to your account** equal to the estimated value of the container, with a **minimum charge of \$500** per container. The returned container must be the same one that was originally sent; otherwise, an additional charge will be made.

## Liability Policy

J & M Trading, Inc. holds no liability for the sold item from the point at which it leaves our facility. J & M Trading is not responsible for damages incurred during shipping, installation, or handling by individuals other than those employed by J & M Trading, Inc.

## Sourced Items

All sourced item sales are subject to terms & conditions changes, and all changes will be specified at the time of sale.