



PAYMENT TERMS

Prices: Published prices are for standard products only, and are subject to change without notice. Pricing may also be affected by custom features and options. Contact Kouba & Associates for final price quotes.

Note: Prices do not include card readers, power supplies, external wiring, installation, shipping and handling, or any export fees.

Taxes: Kouba & Associates, Inc. is located in the state of Texas and is obligated to charge sales tax respectively for delivery within Texas. Texas tax exempt customers must submit their tax exemption certificate to avoid taxes. We do not add or collect sales tax for states other than Texas. This is the customer's responsibility to pay appropriate tax to your state when necessary.

Purchase Orders: Purchase orders are required for all orders. All purchase orders must include an authorized signature, and must be received in our office either by mail, email or by fax before any fabrication will begin.

Deposits: A deposit is required for all custom engineering work. Additionally, Kouba & Associates may require up to a 50% deposit on large or custom orders. Deposit must be received prior to the beginning of fabrication.

Credit Account Terms: Our terms and conditions apply to all orders, our terms are Net 30 and we invoice on the day of shipping. We do not accept any deviations from our terms. If your P.O. or other correspondence lists terms that are different from ours we may process your order, but we do not accept the terms. We reserve the right to change our terms and conditions of sale at any time and without prior notice. Our terms and conditions are in effect on the day an order is accepted shall apply without deviation.

Methods of Payment: Kouba & Associates offers the following payment options:

For orders shipped within the United States: Wire Transfer, Corporate Account or Credit Card

Corporate Credit Accounts: Net 30 credit terms are available for approved customers. Invoices that are not paid within 30 days from invoice date will be charged a 1.5% finance charge per month (18% APR). Visa or MasterCard: Credit card accounts will not be charged until the products are shipped.

For orders shipped outside of the United States:

All international orders are subject to a 50% deposit prior to fabrication. The balance, including all shipping & handling charges and applicable export fees and taxes, is due prior to shipment. Contact Kouba & Associates for additional information.

Receiving Shipping: Please inspect all deliveries promptly. You must notify us within (1) one business day of receipt with reported discrepancies, shortages or damages.

Shipping: Our primary carrier is UPS for our smaller orders and are shipped UPS ground unless otherwise specified. If another carrier is requested we will comply if possible but there will be an additional charge. All products are shipped fully insured. Large products are shipped via independent freight carriers, using the most economical method unless otherwise requested by the customer. All orders are F.O.B. our facilities, Bastrop, Texas. A crating fee of \$200 per housing will be charged for all Optical Turnstile orders.

Warranty: All of our products are warranted for three years, as outlined in our Limited Warranty.

Returns: All returns must be within 30 days of the date of the invoice for our standard products, custom products will be subject to a restocking and reprogramming fees. All items returned must be accompanied by a Return Merchandise Authorization (RMA) from Kouba & Associates, Inc., a copy of the original invoice, the product in the original container and in like-new condition. Products returned due to customer error may be subject to a 25% restocking fee for standard products and up to a 50% restocking fee for custom products. The restocking fee will be decided by Kouba & Associates, Inc. at its own discretion. Claims on defective products do not apply to products that have been misused or altered in any way. Kouba & Associates, Inc. will not be liable for damaged products, previously used products, incorrectly installed products or products that are not in their original condition. Kouba & Associates, Inc. must be notified within one (1) business day after receipt of product if there are any problems with our equipment. Kouba & Associates, Inc. will not be held responsible for any labor involved with the repair or maintenance of damaged products if the product is damaged by the customer or other problems outside of the control of Kouba & Associates nor will we be responsible for the damage to any other equipment that might be associated with this product. Replacement or Refund: If advanced replacement is required, a purchase order must be submitted for the advance replacement and all previously mentioned terms apply.

If an item is returned for repair and no problem is found with the product, it will be returned to the customer and customer will be responsible for an inspection fee and fully insured shipping charges. Engineering fees are non-refundable. The customer is responsible for all shipping charges and all returns must be shipped fully insured. Kouba & Associates, Inc. is not responsible for damages incurred while the merchandise is in transit.

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