

Shipping / Return Policies

All returns or claims must be approved by MAS, Inc. and assigned a Return Authorization (RA) number.

All products are subject to the manufacturers' warranties and procedures.

All claims are subject to the carriers' tariffs, rules, and procedures.

Unauthorized Returns The customer is responsible for outgoing, return, and replacement charges if a shipment is returned without authorization. This includes, but is not limited to incorrect addresses, resident not available at time of delivery, or refusal of delivery.

Buyer's Remorse MAS, Inc. will accept most items back within 30 days as long as the item has not been opened or damaged. A restock fee may be applied in cases where the product requires special handling. There are items that are non-returnable such as computer products and custom ordered items.

Product Failure All product and technical support is provided by the manufacturer's help lines or websites. MAS, Inc. will only accept returns of defective items with an approved Return Authorization number.

Claims

- All shipments must be thoroughly inspected for product and box damage.
- The recipient is responsible to make note of any visible or potential damages on the delivery receipt.
- Concealed damages must be reported within 72 hours.
- MAS, Inc. will coordinate all pick-up and replacements of damaged goods.
- All claims are subject to the carrier's tariffs, rules, and procedures.
- MAS, Inc. is not responsible for any claim that is denied by the carrier.

International Shipments MAS, Inc. can ship internationally. However, costs are not always known before the order is placed and additional shipment fee's may be billed.

Tax Sales taxes will be charged to shipments in the State of Ohio unless a tax exempt certificate for the State of Ohio is on file.

FOB MAS ships most products from Richfield, OH 44236. Orders may be dropped shipped from other locations.

Third Party Billing MAS, Inc. can accommodate Third Party Billing but reserves the right to invoice a handling charge, additional fees from the carrier, or any unanticipated charges that may occur during the course of shipment.

Credit Shipments will be processed on any account with open credit terms, credit card payment, or prepayment. Accounts on credit hold are not guaranteed allocation of stock.