



GEI
WORKS

Complete Terms & Conditions can be reviewed at:

<http://www.erosionpollution.com/policies.html>

GEI WORKS Works is devoted to providing unrivaled customer service and technical support to our customers. We guarantee that our products are of the highest quality in workmanship and detail. If you obtain a faulty product, or one that does not work as promised, please call our Customer Service Department at **(+1) 772-646-0597** and we will take immediate action to resolve the issue. Apart from anything stated in this paragraph, all guarantees of GEI WORKS Works are limited by and subject only to the conditions of the LIMITED WARRANTY STATEMENT on our website.

- **ORDER CANCELLATION:**

CUSTOM PRODUCTS: cancellation fees of 5% of the transaction or a minimum of \$100, whichever is greater will apply – as well as any additional costs for raw materials and resources committed to the order. Cancellation fees apply regardless of shipment status.

STANDARD GOODS: Order cancellation fees may apply for orders cancelled. Cancellation fees are 5% of the transaction or a minimum of \$100, whichever is greater. Cancellation fees apply regardless of shipment status.

- **DAMAGED GOODS AND RETURNS:**

If a product is damaged in transfer, the Purchasing Party must NOTATE THE BILL OF LADING PRIOR TO THE CARRIER'S REPRESENTATIVE LEAVING THE PREMISES. PHOTOS or VIDEO of damaged goods will assist in filing a claim with the carrier. The claim is to be filed by the party who arranged freight and must include a copy of the notated bill of lading and photos of damage.

Claims for damage or errors in shipping must be reported within one (1) business day following delivery, by the Purchasing Party. The Purchasing Party shall have five (5) business days from the date the Purchasing Party receives any products to inspect such products for defects or nonconformance which are not due to damage, shortage or errors in shipping and notify GEI WORKS of any such defects, nonconformance or rejection of such products. Shortage claims or other such errors must be made supplied in writing to GEI WORKS within five (5) business days after receipt of shipment, and failure to do so or to give such notice shall constitute unqualified acceptance and a waiver of all such warranties or guarantees by the Purchasing Party. After such acceptance, the Purchasing Party shall have no right to reject the products for any reason or to revoke acceptance. The Purchasing Party hereby agrees that five (5) business days is a reasonable amount of time for inspection and revocation. The Purchasing Party shall have no right to order any modifications to any product previously ordered by the Purchasing Party or its representatives or cancel any order without GEI WORKS's written consent and payment to GEI WORKS of all charges, expenses, commissions and reasonable profits owed to or incurred by GEI WORKS. **Specially fabricated or custom products may not be returned in any case and no refund will be made.** The exclusive remedy for damaged merchandise said to be defective in craftsmanship or material will be the replacement of the product subject to the manufacturer's inspection and warranty and subject to the terms of the LIMITED WARRANTY set forth in terms and conditions on our website as noted above.

- **RETURNS:**

ALL RETURNS MUST BE AUTHORIZED BY GEI WORKS. If you would like to return a product, please contact Customer Service at (772) 646-0597 for directions. **ALL RETURNS MUST INCLUDE AN RMA NUMBER.** Any unused goods that are stocked by GEI WORKS may be returned within 30 days for refund, exchange, or credit. The product cannot have been used, modified, repaired, altered, damaged, installed, or reconditioned in any way. The Purchasing Party is responsible for any and all shipping costs both ways. A restocking charge of 20% will be applied for accepted returns. Any goods returned after 45 days from ship date will not be accepted. The Purchasing Party may return a GEI WORKS-stocked product ONLY if it is in new condition, suitable for resale in its original, undamaged packaging and containing all of its original parts. The Purchasing Party will be charged a deduction for any goods that are not returned in this condition, if the return is accepted, deduction charges are not to exceed the cost of putting the product in a salable condition. Items that are not kept in stock will be returned only if the Manufacturer agrees to the return, refunds on such returns will be processed according to the manufacturer's terms. Please request a copy of the manufacturer's return policy prior to purchase. No refunds will be made on any product that is custom, specially manufactured, or built to order. GEI WORKS reserves the right not to accept any return which is not in compliance with the above. Any products that are returned without the proper GEI WORKS issued authorization form may result in your credit being denied or delayed. All products must be returned with duties or taxes paid (if applicable), prepaid freight and no COD or Freight Collect shipments will be accepted.