

Return/Cancellation Policy

Twister Display's Shipping and Return Policy

Small Packages:

SHIPPING METHOD: Small packages will ship prepaid via FedEx unless otherwise specified. Small packages will ship via 3rd party accounts if an account number is provided ahead of time. Twister Display will ship all over the world. We cannot ship to PO, APO, or FPO Boxes.

DAMAGES: If the shipment is shipped on Twister Display's account and arrives damaged, the receiver should sign for the packages as damaged with the carrier and contact us within 5 business days. Twister Display will handle the claims and replacement process if shipped using our account, and if damage was marked. If the shipment is shipped on receiver or 3rd party accounts, then it is the customers' responsibility to process the claim with the carrier. We do not accept any responsibility for handling any shipment claims that do not ship on our account. Twister Display reserves the right to request photographs of any damages for claims purposes. All claims for damages must be filed within (5) days of receipt of shipment.

SHORTAGES: All claims for shortages on a shipment must be received within (5) days of receipt of shipment to receive the missing items. After the initial 5 days allotted, we are not responsible for shipping any missing items.

LTL/MOTOR FREIGHT:

SHIPPING METHOD: All LTL freight will be shipped prepaid via best way unless otherwise specified by the customer. Shipments will not be processed until a complete and full shipping address is received by the customer, and all payment terms are met. Accessorial charges will be added as necessary based on the following required information.

Lift Gate Requirements: If the recipient address does not have a loading dock or fork lift then a lift gate is required and a lift gate charge will apply. If the distributor is unable to determine if a lift gate will be required, it will be assumed that one is. All delivery addresses in residential areas will require lift gates.

Inside Delivery: If the shipment has to be delivered into a building or onto a building site by the freight carrier, inside delivery charges will apply. All delivery addresses in residential areas will require inside delivery.

Delivery Contact: For all LTL shipments, a contact person and contact phone number is required. Shipments will not be processed without contact information.

Residential/Commercial: Shipment must be specified as to whether it is residential or commercial. If the shipment is not specified, then it will be assumed to be residential.

ADDITIONAL FREIGHT: If additional freight charges are incurred by Twister Display, they will be billed to our company, and then redistributed to the customer depending on the cause. Examples of additional freight charges include, but are not limited to: Freight carrier was unable to deliver initially and had to schedule a re-delivery, it was determined that lift gate and/or inside delivery was required when it wasn't specified in the original shipment, address was determined to be residential when commercial was specified, freight was canceled due to the customer's request resulting in a return, or if the shipment had to be corrected while shipment was in transit.

OBVIOUS FREIGHT DAMAGE: If a shipment is received with obvious freight damage, REFUSE the shipment. If you choose not to refuse the shipment, the shipment must be signed "Received as

Damaged” and contact Twister Display immediately. If the shipment was not signed for as damaged with obvious freight damage, it will greatly hamper the ability of the claims process. In the event that this happens, Twister Display will not be responsible for replacing any unmarked damaged items until after the claim is fulfilled. The customer will only receive a credit in the amount of the received claim for damages that were not marked properly. If the shipping company with which the claim was filed denies the claim due to unmarked damage, no refund or replacement will be given by Twister Display. Twister will handle the claims process if the freight was sent on Twisters Account. If the freight is shipped on the customer’s account, it is the customers’ responsibility to process their claim with the carrier. Twister accepts no responsibility for handling any freight claims that do not ship on their account. Customer has (1) day from receipt of shipment to contact us about obvious freight damage. Twister Display reserves the right to request photographs of any damages for claims purposes.

CONCEALED FREIGHT DAMAGE: If a shipment is received with concealed freight damage, contact Twister Display immediately upon discover of the damage. If the freight was shipped on our account, we will handle the claims process. If the freight is shipped on the customer’s account, it is the customer’s responsibility to process the claim with the carrier. We accept no responsibility for handling any freight claims that do not ship on our account. Customer has (5) days from receipt of shipment to contact Twister about concealed freight damage. Twister Display reserves the right to request photographs of any damages for the claims purposes.

RETURNS:

MISSING PARTS: If a product is received with parts missing, the user should call Twister Display immediately (within 5 business days). It is advised that customers check all products they have received to verify if any parts are missing. Product that is missing parts will be shipped to you immediately as long as they are in stock. If we are not notified within 5 business days, we are not responsible for shipping any missing items.

CANCELLATIONS: If a customer wishes to cancel an order, they must contact us before the items are shipped to receive a full refund. If the product was custom designed, Twister Display reserves the right to charge the customer for the additional costs involved in creating their product. If the items have not been shipped yet, we will offer a full credit towards a future purchase.

RETURNS: In the event that our customer wants to return a package after it has been shipped or received, Twister Display reserves the right to charge the customer for all original shipping fees, return shipments (unless the customer arranges the return themselves) as well as a restocking fee. Returns must be shipped back as specified by Twister Display. Returns cannot be made unless prior permission was granted by Twister Display. Shipments that are not received in accordance with the return policies will be refused, and NO refund will be issued. Restocking fees will be processed as below unless otherwise specified by Twister Display.

- 0% Restocking fee-This applies to returns due to misshipments by Twister Display which were not opened and that arrive in completely new/original condition.
- 15% Restocking Fee-This applies to returns due to miss-orders, cancellations, or any other discretionary reason of the customer that isn’t under Twister Displays control.
- 25% Restocking Fee-This applies to any product that has to be reboxed due to shipping damage, or poor condition due to how the item was sent back. It also applies if product is returned after

shipment was en route/delivered, or missing hardware upon return that Twister Display is able to easily replace at our discretion.

- 100% Restocking Fee/No Credit- This applies if the returned unit is unsellable. Specifically: shipping damage, product has been previously installed, product has been partially or fully assembled, product has been modified or any other action which renders the product unsellable.

Twister Display reserves the right to adjust this return policy as necessary. Requests for cancellation/return of the product must be made within 10 days after shipment. After the return is approved and an agreement has been made for all fees/cancellations to be paid for, the customer has 5 days to return the package using their own freight/account and provide Twister with the tracking number. Returns not received within 10 days after cancellation will not be refunded. In addition, if Twister Display is arranging the return due to cancellation or other issue not at the fault of our company, all freight/packages must be ready for return pick-up by the date provided. If all freight/packages being returned are not available for return on the date that Twister arranges, the customer will be responsible to pay all fees resulting in a second pickup to be scheduled.