



Terms & Conditions of Sale

By purchasing from [Eyes Equipment Sales, LLC](#), you are agreeing to the following terms and conditions:

Warranty & Returns

- Our warranty starts when package shows delivered. Warranty time frame is stated on the invoice or listing description.
- Buyer's Responsibility: Customer should immediately check/test the item once received to ensure everything arrived safely and contact us if any issue is found. Please don't wait to inform us of any issues.
- Our Warranty: Covers any repairs and replacement (while supplies last) at no cost to our buyers. In case the unit needs to be shipped back to us, we will handle all shipping expenses.
- Warranty: Items have a warranty as long as they stay inside the USA. Warranty will be voided for international items.
- After Warranty: you can still contact us and we will try to help. Repair/ service/ and shipping expenses are buyer's responsibility.
- **Under our warranty we require that the unit's original box and packaging materials is stored in case any shipping is needed. If a box and packing materials is needed there will be an extra charge and shipping cost.**

Warranty & Sticker on Units:

- All of our equipment will have a warranty sticker on them, if for whatever reason this sticker is taken off; **the warranty will be voided automatically.**
- We recommend contacting us before any technician is contacted and before the unit is worked on by another company that isn't ours.

Getting Started:

- Failure to install and use the equipment according to manufacturer specifications found in the user's manual results in the void of the return policy and a forfeit of refund.

Refunds/ Returns:

- Returns: Item must be shipped back in the same way it was shipped, we recommend storing the packaging materials and box.
- Refunds: Are calculated based on the original payment minus all shipping costs and a 15% restocking fee. Refunds are processed within 10 business days of receipt of returned product.
- DOA: If the item is dead on arrival (DOA) or damaged due to failure, shipment, etc., the 15% restocking fee won't apply to you.
- No returns: On items stated as "parts or not working" or described as 'non-functional'.

Shipping & Local Pickup

Ground Shipping/ Express Shipping:

- All orders are shipped with FedEx Ground within 2-3 business days after payment has cleared. All packages will have a signature required.
- Express Shipping Available: The buyer is required to inform us if express services is needed with time in advanced. New shipping cost will be provided.
- Preset shipping costs only apply to deliveries within the continental United States. Shipping to Canada and USA territories will required a shipping quote.
- Our shipping prices are firm and can't be included, shipping cost goes strictly for label and packaging materials.

International Shipping:

- We don't ship internationally. International customers are responsible for setting up their own freight forwarding.
- Warranty/ Returns: Are voided for international customers.

Local Pickup:

- A pick up appointment must be set up before pickup. Upon pickup a form will be given to sign confirming the pickup.
- Notice must be provided in advance if someone other than the registered buyer will be picking up purchased items.
- Buyer must provide eBay's order confirmation code at pick up.

Freight Shipping:

- Freight Processing Time: We take 3 business days after payment has cleared to prepare and ship.
- Freight Shipping: Our listings will require you to contact us first before placing an order, this ensures we get an accurate shipping cost for you.
- Additional requirements for delivery like delivery appointment/ liftgate services/ Residences/ or limited truck access will result in additional fees.
- Freight Companies Rules: Drivers **are not** responsible for any unpackaging/ setup/or disposing of materials. Freight companies don't do inside deliveries for property damage reasons, driver will deliver the pallet outside/curbside/or closets to entrance area.

Changes of Shipping Address/ Delays/ Stored Orders:

- & Change of address: After an order is placed, we are not allowed to change the shipping address due to eBay's policies. Please be sure to have the correct address.
- & Delays: We tend to receive high volume of orders, orders are processed on the order date received. Should there be any delays, we will contact you.
- & Stored Orders: If you need us to hold your order until ready to receive it please notify us ahead of time. ***Storage fee may apply***

Shipping Damages:

- & We pack every order with care and professionally but there is always a chance that items may arrive damaged. Since these products contain delicate electronics and components, should there be any damage in shipping, contact us immediately. Please take pictures of the package and if any damage.

Payment/ Finance/ Taxes

Payments:

- & Payments must be received within 3 business. Unless notified, unpaid items will result in cancellation and re-listed.
- & **Please note**: we don't hold unpaid items unless we receive a deposit. This deposit is non-refundable.
- & All payment via eBay are managed by eBay themselves. If any issues with payment, please contact eBay directly.
- & Our payment options are: checks, wire transfers, or credit/ debit card payments. We don't accept PayPal.

Taxes:

- & We don't collect taxes. All taxes are managed by eBay, if you need to request tax exemption for your account please contact eBay directly.

Finance:

- & We offer financing through a third-party loan company called Partners Capital Group, ask us for more information before purchasing.

Software

Points below should be considered if it applies to the machine purchased:

- ⌘ If additional licenses/ tests/ software/ version is needed, it is the buyer responsibility to communicate that with us.
- ⌘ Additional licenses/ tests/ software/ version are not included with your purchase unless specified in the product listing.
- ⌘ In some cases the compatibility and equipment installation are the buyer's responsibility. Contact your product's manufacturer or your technician with any questions about compatibility or installation.
- ⌘ If the item may require additional components that must be purchased separately. Please review the product listing to verify all included accessories.

Additional Disclosure

- ⌘ Please ask us any questions before you purchase. Do not purchase if you need any questions answered first. We will attempt to answer all your questions.
- ⌘ Feedback/ DSRs: We are committed to customer service and satisfaction. If you encounter a problem please contact us before leaving us a negative/ neutral feedback or low DSRs. We will make every effort to make your transaction with us as positive as possible.