TERMS & CONDITIONS & SHIPPING POLICY SUMMARY

FOR US AND INTERNATIONAL PURCHASES

DELIVERY TIMES (ONLINE OR OFFLINE PURCHASES)

- **Payment**: 1 business day
- **Shipping process**: 1-2 business days
- **Transit time**
  - **National**: 1-2 business days
  - **International**: 4-8 business days

CONSIDERATIONS

- Seller ships (see table shipping times below) after receiving the payment (PayPal*, electronic transfer or credit card. 100% prepay unless otherwise accepted and approved at the sole discretion of ERBESSD-INSTRUMENTS. All EI-Series, SBS-Series, and orders with values in excess of $10,000 require a minimum of 50% prepay. All International Orders require 50% prepay without exception. All Travel & Living Expenses and Training engagement require 100% prepay without exception. Maximum Net 30 on any remaining balances.
- All items are tested and checked before shipping.
- The shipping cost DOESN'T INCLUDE import taxes.
- The transit time depends directly on the country of destination and the courier service used.
- Delivery times may vary, especially during peak seasons.
- 10 Days Worry Free Guarantee- if after giving us the opportunity to solve any technical deficiency on the product and the customer is dissatisfied, the product can be returned (DigivibeMX only) for a full refund less 10% of restocking fee and shipping costs.

SHIPPING TIMES

- **SBS SOFT BEARING SUSPENSIONS (SBS SERIES)**
  - Seller ships within **2-4 weeks** after receiving cleared payment.
- **DIGIVIBE & ACCESSORIES**
  - Seller ships within **1-5 days** after receiving cleared payment.
- **BALANCING MACHINES (EI SERIES)**
  - Seller ships within **4-6 weeks** after receiving cleared payment.
- **PHANTOM & WISER**
  - Ask for quote.

RETURN POLICY

- After receiving the item, it must be returned within the next 10 days, with all original accessories and packaging, such as:
  - Box, bags and/or labels.
  - Accessories (as cables, sensors, etc.) — Manuals and warranty card.
  - Gifts and additional items.
- Buyer must pay the return shipping cost without any exception.
- Refund will be given as money back or item exchange (buyer’s choice) less restocking fee of 10% & shipping cost.
- The refund policy DOESN’T include banking and exchange commissions.