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 4-5 weeks after receiving cleared payment.
- **BALANCING MACHINES (EI SERIES)**
  - Seller ships within 4-12 weeks after receiving cleared payment.
- **DIGIVIBE & ACCESSORIES**
  - Seller ships within 1-5 days 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.
WARRANTY: ERBESSD-INSTRUMENTS warrants to Buyer that the Goods (including any software supplied with the Goods, which Software License and Buyer’s rights there to is set forth below in Section 6) sold hereunder will be free from defects in material and manufacture at the time of title transfer under normal use and service, provided that ERBESSD-INSTRUMENTS liability and Buyer’s exclusive remedy under this warranty is limited to the repair or replacement, at ERBESSD-INSTRUMENTS election, of Goods or Parts which are determined by ERBESSD-INSTRUMENTS, at its sole discretion, to be defective at the time of sale. This warranty becomes void if the Goods or any parts thereof have been used in a manner different than that specified or approved by ERBESSD-INSTRUMENTS or have been serviced, modified, or repaired by anyone other than ERBESSD-INSTRUMENTS. The Goods sold hereunder are warranted for the remainder of the applicable warranty period or for ninety (90) days after shipment of the newly manufactured or repaired Good, whichever period is longer.

Written notice of a warranty claim must be given promptly by Buyer to ERBESSD-INSTRUMENTS and, in no event later than sixty (60) days after Buyer’s discovery of a defect within the warranty period. Transportation charges for the return of such defective Goods to ERBESSD-INSTRUMENTS and risk of loss thereof shall be borne by Buyer. Replacement of the newly manufactured or repaired Goods to Buyer and risk of loss thereof shall be borne by ERBESSD-INSTRUMENTS, and are warranted for the remainder of the applicable warranty period or for ninety (90) days after shipment of the newly manufactured or repaired Good, whatever period is longer.

This warranty shall not apply to any Goods or parts which in ERBESSD-INSTRUMENTS sole judgment (1) have been repaired or altered outside ERBESSD-INSTRUMENTS facilities in any way so as to affect the safety, function or reliability of the Goods or Goods parts or, (2) has been subject to misuse, negligence or accident or other abuse. Under no circumstances shall the warranty set forth in this Section apply to any Goods which has been used or modified in an unapproved components or to any Goods, which have been converted or modified by anyone other than ERBESSD-INSTRUMENTS.

Third-Party Goods (Tablets, Smartphones and other Third Party Goods) Warranty. Notwithstanding ERBESSD-INSTRUMENTS warranty in above, and in lieu of such ERBESSD-INSTRUMENTS warranty, the warranty offered by the manufacturer of a third-party manufactured good sold or supplied by ERBESSD-INSTRUMENTS such as a PDA, Tablet PC, Laptop, or Smartphone) is the exclusive warranty applicable to such component sold in connection with the ERBESSD-INSTRUMENTS goods purchased hereunder. A copy or copies of such third-party manufacturer’s warranty will be furnished to Buyer upon request and/or readily available from such third-party manufacturer and is incorporated herein by reference and is Buyer's warranty of such third-party manufacturer.

ALL WARRANTIES HAVE A LIMITED 90 DAY WARRANTY

Service Warranty For Repairs to Goods Not Within the Warranty Period. Repair services provided by ERBESSD-INSTRUMENTS under an Order to repair a Good which is not within the warranty period are warranted for ninety (90) days after delivery of such repaired Goods to Buyer. A copy of such repairs to third-party provider’s warranty will be furnished to Buyer upon request and/or readily available from such third-party provider and is incorporated herein by reference and is Buyer’s warranty of such third-party provider’s repairs.

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