

# Ordering Information, Terms, Conditions and Warranty

## Ordering:

You may contact our sales department to obtain a quote before placing an order. Orders may require 24 hours to process and ship.

## Payment:

Several convenient payment options are available: check, credit card and bank transfer. We also extend Net 30 Day Accounts to qualified institutions and companies.

A credit application can be obtained by downloading the credit application from Ceibo's web site under "How to Order". When applying for credit, please allow sufficient time to complete the approval process. Delays may be avoided when processing your orders, by submitting payment with your order.

## Customer Service:

**1-800-833-4084 (USA) or  
+49(0)8221-20 61 66 (Europe)**

Customer Service Representatives are available from 8:00a.m. to 5:00p.m. Having your sales order or invoice number available when you call will provide you with the most efficient service.

## Return Policy and Product Liability:

To facilitate Ceibo's return processing:

- **A Ceibo Customer Service Representative must be contacted to obtain an RMA (return authorization number) prior to returning product.**
- **Ceibo products may be returned within 15 days of date of invoice and be accompanied by the original invoice number and a brief explanation of the reason for the return.**
- **Return freight charge must be prepaid.**
- **Return merchandise in original packaging and in resalable condition.**
- **Software product returns are not accepted.**

**Ceibo's sole obligation for products that prove to be defective within 15 days of purchase will be replacement or refund. Ceibo gives no warranty either expressed or implied and specifically disclaims all other warranties, including warranties for merchantability and fitness. In no event shall Ceibo's liability exceed the buyer's purchase price nor shall Ceibo be liable for any indirect or consequential damages**

## Freight Damage:

It is important to keep the shipping carton, packing material and parts intact, if you receive merchandise that has been damaged in transit. Please contact Ceibo Customer Service to initiate a claim.

## Prices/Quantities:

Prices are subject to change without notice and quantities may be limited.

## Warranty:

Two years limited warranty. Parts and labor on all Ceibo products.

This warranty does not apply to products which have been subject to misuse (including static discharge), neglect, accident, or modification, or which have been altered.