



TACTICAL MEDICS INTERNATIONAL

CUSTOMER SERVICE

Terms and Conditions

We reserve the right to accept or reject any and all orders, regardless of the manner in which the order is made. Orders become valid, and the sale shall be deemed made in Jacksonville Beach, Duval County, Florida, subject to the terms set forth herein. All sales are subject to the laws of the State of Florida and venue for all disputes shall be in the court of Florida. No charge, modification or revision of your order shall be valid unless agreed to in writing by TMI. Any terms and conditions set forth in the buyer's purchase order shall not materially alter terms and conditions set forth herein.

The prices shown on this web site are current. However, although rare, errors in pricing may be posted. Prices are subject to change without notice. All written quotes provided will be honored for 30 days from origination date, unless otherwise specified. All prices both published and verbal are in U.S. currency. Our policy is to provide as much advance notice as possible of upcoming price changes. Every attempt will be made to notify you, prior to shipment, of any price variation. TMI requires advance payment on all products and courses. Checks and major credit cards (VISA/MC) are accepted. TMI does not accept purchase orders.

There is no minimum order requirement. TMI prides itself on delivering quality service to all customers, regardless of size of the order.

Customer Warranties; Liability

Customer represents and warrants to TMI that it is appropriately licensed or registered and in compliance with any and all requirements for the purchase of products ordered. Customer further represents and warrants that all individuals using products purchased by Customer from TMI are adequately trained in their use, and Customer will cause the use of such products to be according to any instructions contained in packaging of such product, and to be in accord with current standards of care applicable thereto. TMI relies on Customers representations and warranties in accepting Customers order. Customer shall indemnify and hold TMI, its agents, and its representatives harmless from any losses (including any charges for legal representation) for any breach of the representations and warranties set forth in this paragraph.

Course Refund Policy

The number of students per class is limited in order to provide optimal teacher/student ratios and opportunities for students during hands-on exercises. In light of these restrictions, it is essential that we be advised immediately of any cancellations. A minimum number of students must register, or else the class will be cancelled. Registration may be submitted prior to fee payment. Registration, supporting documents and full fees must be received by TMI within 30 days of the

course. Once all documentation is received, TMI will issue the student an acceptance letter to the course via e-mail (along with more detailed course information).

Refunds will be made when cancellations are made and refunds are requested in writing more than 30 days from the scheduled course start date. Student cancellations meeting the aforementioned criteria will be issued a refund minus 25% administrative fee. Student cancellations within 30 days of the scheduled course start date are not subject to refunds. However, student cancellations within 30 days of the scheduled course start date are eligible to apply the fees to any other TMI course within 1 year of the cancellation. Upon request, every attempt will be made to secure a seat for the student in the next available same course.

TMI reserves the right to cancel any course at anytime for any reason, including, but not limited to low enrollment. If TMI cancels the course, full refunds will be made to each student, and/or the student may elect to “roll the course registration fee” into the next available course. Course registration fees are non transferable.

Any student dismissed from a course, or who intentionally misrepresents or provides false information to TMI will be denied access to the course, denied issuance of a training certificate, or be removed from the course, and will forfeit any funds paid. Students who do not satisfactorily complete the course, will not be issued a course completion certificate, and are not entitled to refunds of any kind.

Product Shipping Policy

Orders are usually shipped within 48 hours of receipt. However, some special items may take longer. If we are temporarily out of stock, items will be backordered and shipped upon receipt. Continental United States orders are shipped prepaid via United States Postal Service (SPS), United Parcel Service (UPS), or Federal Express (FedEx). TMI reserves the right to determine the means of shipping.

Orders shipped outside of the Continental United States are shipped via the best carrier available. Air freight is utilized for almost all shipping, regardless of the size. Shipping and handling charges include export processing through U.S. Customs. All OCONUS orders are shipped insured.

TMI carefully inspects all products prior to shipment, in the event you receive a product different from what was originally ordered or appears to have a defect please notify TMI Customer Service within 24 hours of receipt.

All claims for damage occurring in transit must be made upon receipt of goods by customer directly to the carrier. Please save all boxes and packing material, and document damage with photographs. TMI assumes no responsibility for shipping errors or damage incurred while in custody of the carrier.

Product Return Policy

At TMI, we recognize there are times when customers need to return an item. To help make the process a seamless one, please contact us to obtain a return authorization number prior to returning a product. This will help expedite your return and allow us to give you the proper credit.

If you decide you do not want the product and wish to return it, please let us know so we can give you a return authorization number. When calling for a return authorization number it is extremely helpful if you have your invoice number and product number available.

We will issue a separate return authorization number for each invoice. Once you have the return authorization number, please put the number on the outside of the box and ship to the TMI address. If possible please send a copy of the invoice with the package.

There will be no restocking fee if the product is returned within 30 days of the invoice date unless it is a customized item, not in the original sealed package, a non-stock item, or not in new condition. Items that you wish to return after 30 days from the invoice date will receive a 25% restocking fee. This will be deducted from the credited invoice.

Return authorization numbers are valid for 30 days after the date they are issued. If you have any questions please give us a call.

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