1 General

The provisions below apply for orders and shipments of goods and services from Sonic Systems (SSI).

2 Order Validity

Orders are considered valid when provided with an order confirmation by SSI in written form by a valid employee. Orders taken either verbally or by phone, or any changes and/or amendments become binding only upon written confirmation. Errors and obvious mistakes in the writing and calculation errors in the order can be corrected unilaterally by SSI.

3 Acknowledgement of Order

The acknowledgement of the order from SSI will confirm the parts ordered, an estimated shipping date, and current pricing. If any of those items do not match up with the purchase order sent to SSI, the buyer is required to send an amended purchase order or provide written acknowledgement of the confirmed information listed on the acknowledgement.

4 Prices

All new purchase orders require current pricing to be provided by SSI in the form of a quote or on the listed acknowledgement. The prices provided by SSI are binding. If pricing on a purchase order does not match the quote or order confirmation, written confirmation accepting the SSI provided price is required for the order to be valid.

5 Cancellations

All orders are entered promptly upon receipt by SSI. Once the order acknowledgement is sent to the buyer, the order is non-cancellable. If the product is no longer needed after the order is fulfilled, the product can be returned in accordance with the return terms listed in this document.

6 Shipment Terms, Packaging, & Transportation

Shipping terms, including payment and speed, are understood and agreed upon by all parties and are identified as such on order acknowledgement. If no shipping account number is provided at the time of order, the order is treated as Prepaid and Add and the total amount for shipping is added to the invoice. Not all shipping carriers are available. SSI retains the right to deny a certain carrier shipment and ship the order as Prepaid and Add via SSI preferred carrier. All orders that ship from SSI are packaged securely to limit potential damage caused in transit. Any damage caused to goods in transit is required to be noted at time of delivery and SSI be notified within 24 hours of delivery. If the order is shipped via customer account or third-party billing, the customer is responsible for handling all claims regarding the damaged product. If the order was shipped as Prepaid and Add, the customer is required to provide SSI with all the required information necessary to make a claim. Failure to provide the requested information to SSI may result in denial of the damage claim.

7 Invoice & Payment

All invoices are to be paid to SSI based upon the terms specified in the order. Any deviation of terms requires written confirmation from SSI to apply.

8 Returns

SSI will consider returns on a case-by-case basis for a period of 30 days from the date of purchase. All returns must be unopened and sealed in SSI packaging. Due to the possibility of cross-contamination, all packages that were opened are not eligible for return. All returns require SSI approval and an associated returned goods authorization prior to shipment back to SSI. If approved, all returns will be subject to a 25% restocking fee. The customer is responsible for any return shipping to SSI. All returns are treated as a customer account credit able to be used on a future order only.

9 Warranty

All warranty claims are handled on a case-by-case basis and may require additional information provided to SSI during an investigation process. In no event shall SSI be liable for any damages or losses sustained by a defective product. All products must be installed by a qualified technician and used in the manner originally intended to be considered for a warranty claim.

10 Law and jurisdiction of courts

Any disputes arising from these terms and conditions will be resolved by the parties amicably. If no agreement is possible, SSI is entitled to initiate litigations or other procedures against the buyer.