

Policies for TV/ VCR/ Special Order Consumer Electronics

1. By signing this form, customer acknowledges that Neutron Inc. has informed the customer that item(s) purchased at PO# _____ is/ are not returnable, not refundable, nor exchangeable; If the item was defective/ malfunctioned from the first day of purchase, customer needed to contact the manufacturer directly for the warranty or any other service. Customer also understands that any physical damage including improper use / handling automatically voids the warranty.
2. By signing this form, customer acknowledges that Neutron Inc. has warned that: (1) to handle (including moving/ carrying into the house) and operate the item(s) purchased needs special knowledge/ tool. Without consulting the manufacturer's technician or professional people (certified technician) may result in unexpected physical damage and may void the manufacturer warranty automatically. (2) When the package arrives, the customer must examine the detail condition of the package before he/she signed the delivery confirmation document / receipt. The customer needs to request the driver to record any abnormal box condition (holes/ distortion of box/ mishandling/ double taping, etc.) on the delivery confirmation document as the customer is required to sign. It is customer's responsibility to make sure that the driver records the condition you described. (3) Once the customer has received the item and signed the delivery confirmation document / receipt from the carrier/driver, he/she will be solely responsible for any damage for further handling and operation (including but not limiting to damage from mishandling.) (4). Any later finding or dispute for shipping issue must be reported within 24 hours to both Neutron Inc. and the shipping carrier in writing (please fax to 814-861-8137 for Neutron and carrier customer service center). We will not accept any report later than 24 hours after the item has been received. Please make sure that you have recorded the time and the person's full name you contacted at both Neutron and the shipping carrier. **The freight does include the shipping fee and insurance fee. (5) If the customer did not arrange or select the shipping carrier, Neutron will arrange the shipping carrier for the customer. The customer also acknowledges that Neutron has informed him/her that any dispute or claim related to shipment / handling must be resolved between the customer and the carrier directly.
3. By signing this form, the customer agrees not to cancel the order. Any cancellation request due to special reason is subject to Neutron's approval (Neutron Inc. reserves the right to refuse any cancellation request). A minimum 15% handling fee will be charged and the shipping/handling fee is not refundable if the order has been shipped.

By signing this form, I acknowledge that Neutron has disclosed detail terms of sale and I agree to abide by it.

Signature

_____ Date: _____