



## Sales Order Terms and Conditions

### Sales Order: I Have Read and Reviewed the Following:

1. All items on my order are correct.
2. All item quantities are correct.
3. All final color selections for non-Stray Dog products have been submitted and verified.
4. All final frame color(s) selections for Stray Dog equipment have been submitted and verified.
5. All final logos for SD equipment have been submitted and verified.
6. The upholstery colors for all equipment has been submitted and verified.
7. All final flooring colors, logos and drawings have been verified and submitted.
8. All contacts, phone numbers and emails are correct.
9. The ship to address for all shipments is accurate.
10. The billing address for invoicing is accurate.
11. I understand my responsibility for receiving, staging, unpacking and trash removal of all shipments.
12. I have submitted *estimated* date(s) for my delivery and Installation Date: \_\_\_\_\_ Initial: \_\_\_\_\_
13. I have submitted either a hard copy of the purchase order or a signed copy of the sales order with my 50% deposit to the Equipment Guys.
14. I understand my payment terms.

### Sales Order Terms and Conditions:

1. A delay in receiving the hard copy of the purchase order or a deposit can delay the project timeline.
2. A delay in receiving approved logos can delay the project timeline.
3. A delay in receiving drawings, colors, logos and signatures for flooring can delay the project timeline.
4. A delay in receiving color verification for Stray Dog equipment can delay the project timeline.
5. The Equipment Guys is not responsible for added shipping or freight costs associated with items delivered to the wrong address or routed to an address different from the sales order.
6. Non-Stray Dog items that are **custom or special-order are NONRETURNABLE and no refund will be offered** unless damaged or incorrect item shipped. Examples: flooring, logos, decals, cardio equipment and other custom or special items marked on the sales order.
7. ALL SALES ARE FINAL. The customer is responsible for all costs associated with returning all non-Stray Dog items unless they are damaged or the incorrect item shipped. Notify the Equipment Guys immediately if your shipment is damaged, incorrect or missing items.
8. **Stray Dog Equipment is custom and NONRETURNABLE** unless it is damaged or the item is incorrect. Notify the Equipment Guys immediately if your shipment is damaged, incorrect or missing items.
9. Payment Terms:
  - a. Substantial Completion Payment: The facility and equipment can be used for its intended purpose, and only minor work or small items remain, i.e., punch list items. Punch list items do not impact the total use of the facility; therefore, payment is due upon invoicing less the hold-back amount for the punch list items.
  - b. Final Completion Payment: Project is 100% complete and ready for final payment per payment terms agreed upon on the sales order.

### Procedures for Receiving Shipments:

1. Inspect all merchandise at the time of delivery looking for signs of potential damage on the outside of the shipment.
2. Report ALL damage to the delivery driver before signing. If you fail to report the damage to the shipment carrier, a claim may be denied.
3. Take pictures of the damage before opening the shipment.
4. Keep all original boxes and merchandise as received.
5. In the event the merchandise is also damaged, take photographs.
6. Check the packing slip to make sure everything you ordered is correct and is accounted for in the shipment.
7. Please call the Equipment Guys at: 614-871-9220 or 740-915-4022 if your merchandise is damaged, lost or shipped incomplete.

*Please sign and date this form and submit it to: sales@equipmentguys.com or fax it to 614-871-9271. The Equipment Guys will need this form signed and returned to process your sale.*

*\*\*I have read and understand the sales order terms and conditions.*

Customer Acknowledgment: \_\_\_\_\_ Date: \_\_\_\_\_