



Rayside Truck & Trailer, Inc.
2983 S. Military Trail
West Palm Beach, FL 33415
(561) 965-7950

General Terms & Conditions

Special Orders

- 1) Special Order merchandise (Parts, Trailers, Bodies, Accessories, and other products) are subject to restocking fees and freight charges both to **Rayside** and back to the supplier. Most custom painted, custom built or specialty items may not be returned at all.
- 2) Specialty built items like trailers, truck bodies, ladder racks, hitches and any other item manufactured specifically for your order can NOT be returned.
- 3) Special Orders can not be canceled once the building of the merchandise has been started at the manufacturer, or the item has been shipped from the warehouse even if the item has not arrived at **Rayside** at the time the cancellation is requested.
- 4) Special order items that can be returned will be returned for store credit only and NOT cash, check or credit card refunds.
- 5) All returned merchandise MUST be in its original packaging and not altered in any way, unless the merchandise is being exchanged for warranty issues.
- 6) Deposits on special order items will be forfeited should the customer not finalize his purchase.
- 7) Special Orders not picked up within 30 days will be returned to our supplier and restocking fees and shipping charges assessed.

Service and Repair

- 1) Parts used during shop repair orders are covered by the manufacturer's warranty and **Rayside's** labor is covered for ninety (90) days.
- 2) Old parts will be disposed of unless return is specifically requested in writing on the repair order.
- 3) Minimum labor charges may be for diagnosis only and therefore these charges will be due even though no repair has been completed.
- 4) All completed repairs must be picked up and paid for within five (5) working days of completion or a \$10.00 per day storage charge will be assessed.
- 5) Units left longer than ninety (90) days will be sold.

Warranties

- 1) All products are covered under the manufacturer's respective warranty.
- 2) Labor will be warranted for 90 days unless otherwise stated.
- 3) Warranty repairs done by anyone other than **Rayside** must be approved in advance or the claim will not be paid.
- 4) **Rayside** will not be liable for any costs or damages associated with a warranty failure that may be a result of loss of time, inconvenience or other related issues.
- 5) Attempting to install, modify or otherwise alter products purchased from **Rayside** will void your manufacturer's warranty.
- 6) All removal and replacement of warranted merchandise that were previously installed by the customer must be done by the customer or **Rayside** will charge its standard labor rate for the work completed.
- 7) Improper use, abuse, overloading, modifications and any other act that alters or damages a product will void the manufacturer's warranty and **Rayside** will not cover any repairs or replacement for any reason.

Payment

- 1) **Rayside** will assess a bad check charge of \$30.00 for each bad check plus any fees or expenses necessary to collect the bad debt.
- 2) Once an order is received and merchandise is deemed to be in good working order, Customer agrees not to dispute their Visa, MasterCard, Discover or American Express charge should a warranty issue arise. Customer is waiving his rights to dispute a credit card charge unless it involves billing errors, merchandise lost and/or not shipped or fraud.
- 3) Should **Rayside** discover that an obvious billing or computer error occurred at the time the invoice was paid; the customer agrees that **Rayside** is due this amount and the customer agrees to make payment to **Rayside** within five days of being notified of said shortage. If the original invoice was paid with a credit card the Customer agrees to allow **Rayside** to charge the additional amount due to the credit card presented at time of final payment.
- 4) Customer agrees to pay all costs and legal fees associated with collecting any form of revenue due **Rayside** such as; but not limited to, bad checks, commercial charge accounts, credit card disputes, check stop payments and invoicing mistakes should **Rayside** prove to be correct and prevail in legal action.

Returns & Exchanges

- 1) You must have your original computer invoice for all returns.
- 2) Returns without receipts will be subject to manager approval and for store credit only.
- 3) All returns must be within thirty (30) days of invoice. After 30 days only store credit will be issued.
- 4) Merchandise returns for credit card purchases must be credited back to the original credit card.
- 5) Large refunds for cash, check or credit card transactions may be refunded via **Rayside** check if original funds are not available or if credit card transaction is already processed.
- 6) Returns for transactions paid with a check will require a ten (10) day waiting period before a refund check will be issued by **Rayside**.