



PowerAll Systems, LLC Return and Cancellation Policy

SHORTAGES OR SHIPPING DAMAGE

If shipping crate, box, container, etc., and/or the contents appear damaged, **the consignee must note the damage on the waybill, take photographs of said damage**, and file a claim immediately with the freight carrier. Most shipments from PowerAll Systems, LLC are insured for loss or damage unless otherwise stated on the Purchase Order. Please notify PowerAll Systems, LLC for specific instructions. In the event such a shipment was made under the purchaser's account, the purchaser must assume the burden of filing all claims, providing documentation, proof of damage, and seeking compensation / relief from the carrier. Any shortages must be reported in the same manner if it appears it occurred during shipping.

RETURNS

If it has been determined that an item was used or damaged while in possession of the customer, such as to prohibit its resale condition as "NEW" there will be a 100% restocking fee (this excludes warranty claims)

If a return is because of our error

If an order was incorrectly filled, PowerAll Systems, LLC will make an attempt to correct to correct it within 30 days of the sale. If a replacement is not available, the item may be returned for a full credit of the purchase price, without a stocking fee. PowerAll Systems, LLC will cover the cost of return shipping.

POWERALL SYSTEMS, LLC WARRANTY POLICY

PowerAll Systems, LLC offers a 2 year warranty, starting from the date of sale. If a failure occurs during the warranty period, PowerAll Systems, LLC will make an attempt to replace the damaged components at no charge to the customer. PowerAll Systems, LLC will ship replacement components within the United States

at no charge to the customer.

If a unit has failed due to damage as the result of an accident or misuse due to operating the unit beyond the specifications as outlined in the User's Manual, warranty will be void.

INTERNATIONAL WARRANTY SHIPPING EXCEPTION.

PowerAll Systems, LLC will replace components under a warranty at no charge to the customer. International customers will cover the cost of shipping.

CANCELLATIONS AND REFUND POLICY

PowerAll Systems, LLC line of Portable Ground Power Units (GPUs) are classified as "Special Order" for cancellation and refund purposes.

Purchase Orders for our GPUs can be cancelled within 3 Days of receipt of said Purchase Order without any fees unless the invoice for the purchase order has been paid. A 15% restocking fee will be applied to all cancelled Purchase Orders that have been paid for within 3 day of receipt of payment. After 3 days of receipt of payment for Special Order Purchase Orders, a 75% Component Acquisition Fee will be applied to any refunds as well as a 15% restocking fee.

Customers who are considered "Resellers" will be offered a Credit for the full amount of the cancelled purchase order for future sales.