

**Supersedes All Previous Terms and Conditions of Sale****PRICING**

All shipments are priced from published lists or written quotations. Prices do not include taxes.

Prices include standard domestic packaging. For shipments that may be exported, please contact your freight forwarder for any special packaging or documentation.

**PRINTED PRICES**

Check all prices before ordering. MK Products reserves the right to make changes to this price list at any time. The latest revisions to this price list are posted on our web site at [www.mkproducts.com](http://www.mkproducts.com). These prices supersede all previously published price lists.

**INVOICE TERMS AND DISCOUNTS**

Terms are NET 30 Days based on prior credit approval.

Credit card purchases using Visa, MasterCard, Discover and American Express are accepted.

**PAST DUE ACCOUNTS**

Accounts not paid within 30 days are past due and subject to a finance charge of 1½% per month (annual percentage rate of 18%).

**TELEPHONE ORDERS**

Telephone orders are confirmed and are acknowledged immediately. If changes are requested on any order placed, we cannot guarantee these changes without additional expense to the purchaser.

**LABOR RATE**

All labor is billed at \$90.00 per hour.

**REPAIRS/WARRANTY REPAIR**

All repairs, Standard or Warranty, will be performed under the MK Products Repair & Warranty Repair Policy. Full terms and conditions of this policy are available by contacting MK Products via phone, fax or e-mail.

**EDUCATIONAL DISCOUNT**

An educational discount off list price is available on most equipment sold directly by MK Products to a non-profit educational institution. This discount is not to be combined with any other special offer.

Equipment not eligible for discount:

- Special product items, used or reconditioned equipment
- Replacement and consumable parts

This Educational Discount Policy supersedes all previous publications.

**TRANSFER OF TITLE**

All merchandise is sold F.O.B. MK Products Inc., Irvine, California. Title to the merchandise is transferred to the purchaser at the time the carrier accepts shipment. The purchaser must file any claims for loss or damage in transit with the carrier. Upon request, MK Products Inc., will issue tracers on any shipment considered "lost" by the purchaser.

**MINIMUM BILLING**

Minimum billing on all domestic orders is \$25.00 USD NET.

Minimum billing on all export orders is \$50.00 USD NET.

**CANCELLATION OF ORDERS**

Except in the case of non-standard items, orders for standard items can be canceled without charge, provided notice is received at MK Products, Irvine, California, at least one week before scheduled delivery to the carrier.

In the case of non-standard items, the purchaser will be liable for full payment at the contract price for all finished units available prior to cancellation. Also, for all non-standard materials and components in semi-finished condition, the purchaser will be liable for purchased price plus 15%.

**ORDER HANDLING**

MK Products will make every effort to ship all sales orders within 1~2 working days for merchandise that is in stock.

For PRIORITY shipments, please have your purchase order in by 3:00pm Pacific Time to qualify. Your priority order must ship by NEXT DAY delivery service. We will make every reasonable effort to ship priorities.

**MK PRODUCTS RETURN POLICY****NEW / UNUSED or DEFECTIVE**

You have up to 30 calendar days from invoice date to request a return of new/unused or defective items. If the item(s) are sent back unused in the original packaging including any accessories or manuals that shipped with the product and follow the return procedures, MK Products will offer you a full refund, less shipping costs (unless the item is defective, which will receive full credit). You will be responsible for shipping the item(s) back to MK Products, including any shipping fees.

**OPENED / USED**

You have up to 15 calendar days from date receipt of product to request a return of opened/used items. These items will be subject to a 30% restocking fee and all shipping costs. No exceptions.

**RMA(Return Material Authorization) All Returns MUST be accompanied by a valid RMA number**

Prior to returning item(s), contact MK Products at 1-800-787-9707 or e-mail to [sales@mkprod.com](mailto:sales@mkprod.com), to obtain an RMA number, along with complete instructions. Please have your order number ready along with the part number and quantity of item(s) being returned. Item(s) must be returned to MK Products within 15 calendar days of the issuance of the RMA. RMA number must be posted on the address label of the package. Packages without RMA will not be accepted by MK Products. If applicable, MK Products will issue credit after the item(s) has been received and inspected.

NOTE: MK Products recommends that you: (1) use a carrier that offers shipment tracking for all returns and (2) either insure your package for safe return to MK Products or declare the full value of the shipment so that you are completely protected if the shipment is lost or damaged in transit.

**FREE FREIGHT PROGRAM**

MK Products pays all UPS ground freight charges for orders \$150 or more, Net.\*

\*Does not include International, Freight Forwarders or OEM orders. Does not include CobraMig 300 or CobraMig 300 packages. Applies to orders marked "Ship Complete", ONLY.