



SVS, Inc.
CANCELLATION/RETURN
POLICY

Cancellation Fees

Orders will be subject to a 15% cancellation/change fee if the order is canceled or changed after the signed SVS Purchase Order Confirmation has been returned and production has not started. If the order is canceled or changed after production has started a cancellation/change fee will be based on the percentage of the order completed, up to the total for the order. Custom made products are non-refundable once production has started. If an order is canceled and does not ship to the dealer within 30 days of cancellation the product reverts to SVS, Inc. ownership.

Return of Goods

All returns are accepted solely at the discretion of SVS, Inc. All returns must have a Return Merchandise Authorization (RMA) Number to be accepted. RMA Numbers are valid for 30 days from the date of issue. When issued a RMA Number, the product(s) are to be returned to the SVS Factory, freight prepaid, with the RMA Number marked clearly on the outside of the box/crate and a packing slip. Any products returned must be uninstalled/unused and returned in their original crate within 30 days of the invoice date.

Custom made products are non-returnable. These include:

FP1 Closure Panels
Accessory #2 Plenum Shrouds
Accessory #9 Projector Mounts
Accessory #13 Platforms
Any customized product or customized lift.

SVS Lifts with Accessory #14 Floor Access Motor Control are non-returnable.

Restocking Fees

All returned products must be their original condition. SVS will inspect all returned merchandise. If the cost of returning the merchandise to "resale" condition exceeds the 40% restocking fee, the dealer will be charged the greater cost.

Refunds

Orders for multiple lifts or single large lifts are not refundable at SVS, Inc. discretion. All refunds will be credited to the reseller's SVS account. Cash refunds to be determined at SVS, Inc's sole discretion.