

Essex Electrical and Construction, Inc. Terms and Conditions:

Stock and Non-Stock Shipping:

- Most IN-STOCK items ship within 24 business hours of confirmed payment. Checks/Money Order's held 5 business days prior to shipment or until they clear.
- Less than 75LB shipments go via USPS Priority Mail or FedEx Ground. Please ensure customer address is easily reachable/identifiable for both carriers. NationwideGenerators.com is not responsible for undeliverable shipments.
- Items over 75LB are usually shipped by tractor trailer.
- Due to Weather Anomalies, National Disasters, Holidays, etc. Deliveries are not guaranteed. All times/days are approximate, if a certain day needs to be locked in please call to try and make arrangements to lock in a day.
- Shipments of \$100 or more need a signature at time of delivery. This requirement can be waived with a signature or email prior to shipment.

Payment Terms:

Checks / Money Orders are held 5 business days prior to shipment or until they clear. All payments need to clear prior to release for shipping, (Standard shipping terms apply once a payment has cleared). Without payment, there is no holding of inventory.

Non-Stock Orders, upfront cleared payment required to place item/items on order.

Cancellations (for items not shipped yet):

A 3% FEE APPLIES TO ALL CANCELED ORDERS FOR ALL STOCK ITEMS ON PURCHASES THROUGH A CREDIT CARD, PAYPAL, WIRE OR CHECK*

For stock items, a 3% fee applies. For non-stock items, a 20% Restocking Fee will apply. For items shipping direct from the Factory, approval for the cancellation must be accepted by the Factory, then a 20% Restocking Fee will apply. *Factory Direct Shipped items require the Factories approval for return. If approved you're required to pay original and return shipping fees with a 30% restocking fee. Once a shipment has left our building or shipped direct from the Factory, our Returns Policy applies.

***Custom / Specialty orders are non-cancelable and non-returnable. Please confirm with our sales experts that you are ordering the correct equipment to fit your application.**

Compatibility / Correct Fit for your purchase:

Our goal is for customers to receive the correct equipment to fit their application. For 100% success, correct information needs to be provided. Possibly consulting with a professional will ensure the correct equipment is ordered to fit your application. We will always provide the best service/support possible but cannot take responsibility that a product will perform correctly in a customer's

environment and meet local and national codes and ordinances. For these reasons, customers should always consider contacting a Licensed Electrician and/or Code Enforcement Officer, (for any questions about selecting and installing the correct equipment to work properly). As a Generator & ATS must follow ALL Local / National Emission's codes / Ordinances that apply to your home, office, etc.

For parts and accessories, ALWAYS supply your S/N# and consult your equipment manual using actual part numbers, do not get misled by a generic picture when ordering.

Returns Policy:

Returns may be accepted ONLY if the below guidelines are followed:

1. Customer obtains an approved Return Merchandise Authorization (RMA) from NationwideGenerators.com within 30 days of the receipt of shipment / goods. PICTURES OF THE ITEMS BEING REQUESTED FOR RETURN are required (send to sales@essexinc.com) in order to start the Return Authorization Process. Approved Return items will be charged a 20% Restocking Fee.
(Products without an RMA authorization will not be processed by our returns department).
2. Only New, Unused, Uninstalled, Undamaged, Unmodified equipment and parts in original factory condition can be returned. All packing materials, manuals, and accessories must be included, unopened and unmodified. For returns, the **purchaser is responsible for all shipping costs, outbound and return shipping costs**. All freight-bound equipment must be returned via a freight carrier.
(If it is not in new condition, the customer will not be reimbursed).
3. *Factory Direct Shipped items require the Factories approval for return. If approved you're required to pay original and return shipping fees with a 30% restocking fee.
4. Due to Federal Laws regarding shipping... for all products having Fuel or Oil added, they are not eligible for return. Factory Warranty coverage tied to inspection and servicing will apply.
5. Products opened from packaging which may not operate correctly or require warranty servicing are not returnable. These products come with a Factory Warranty and arrangements for Warranty servicing need to be handled through the Manufacture's warranty guidelines.
6. Upon inspection and approval of return, restocking fees of 20% will be charged back to your credit card along with the original freight charges for the shipment of your original purchase.
7. Refund will go back to your Credit Card or Original form of payment, takes 2-3wks to clear.
8. Special orders, Non-stock, Electronics & Equipment titled as non-returnable, cannot be returned.
9. For Returns, any Free Products associated with the Original Purchase must also be returned in new condition, in original packaging, to receive the refund. If the customer chooses to keep the free product, the customer will be charged at Essex Electrical and Construction, Inc. posted retail price.
10. Customer RMA is only valid for 14 Days from date of issue. Please insure and track returned packages, if you have any questions about our Returns Policy, please call us at: 630-580-5562.