

Discount Ramps.Com LLC Policies, Terms, & Conditions

Store Policy:

1. **Out of Stock / Backorder Items:**

Discount Ramps.Com will make every effort to notify you via E-Mail or telephone if your order has been placed and the item has become unavailable. Our customer service department will help you find a similar item or give you the opportunity to cancel your order.

2. **Shipping Information:**

Discount Ramps.Com strives to offer the fastest shipping possible. When sending in order forms please allow 3-5 business days for your order to be processed and another 7-10 business days to receive your item(s) sooner you can contact us at 1-888-651-3431 for an expedited shipping quote. Please note: Customers from Hawaii, Alaska, Puerto Rico, or Canada please call for a shipping quote.

Return Policy:

1. **Returning Items:**

You may return new items sold by Discount Ramps.Com within 30 days for a refund, minus shipping costs. If the item you purchased had free shipping, the actual shipping cost will be deducted from your refund. Items should be returned in their original packaging. Customer is responsible for shipping all items back. To arrange a return just call us at 1-888-651-3431 and we will guide you through the process. We will help you determine what the correct product is if you ordered the wrong item.

2. **Non-Returnable Items:**

Discount Ramps.Com does not accept returns of the following items:

- o Modular wheelchair ramps
- o Any type of custom ordered ramp
- o Items not purchased from Discount Ramps.Com
- o Any item that has obvious signs of use or abuse or is missing parts or pieces
- o Clearance items – (clearance items are clearly advertised as clearance items so you'll know before you buy.)

3. **Item Exchanges:**

If you receive a faulty item and need to exchange it for the same item, please call us at 1-888-651-3431 and we will guide you through the process and arrange for shipping back to our location.

Privacy Policy:

Discount Ramps.Com LLC collects personal information, such as your E-mail address, name, home or work address or telephone number. Information collected by Discount Ramps.Com LLC is used solely for the purpose of billing and shipping your online purchases.

Discount Ramps.Com LLC does not sell, rent or lease its customer lists to third parties. Discount Ramps.Com LLC may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your personal information (E-mail, name, address, telephone number) is not transferred to the third party.

We occasionally hire other companies to provide limited services on our behalf, such as handling the processing and delivery of mailings, providing customer support, processing transactions, or performing statistical analysis of our services. We will only provide those companies the personal information they need to deliver the service. They are required to maintain the confidentiality of your information and are prohibited from using that information for any other purpose.

Terms & Conditions of Sale:

PLEASE READ THIS DOCUMENT CAREFULLY! IT CONTAINS VERY IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU. THIS DOCUMENT CONTAINS A DISPUTE RESOLUTION CLAUSE.

These terms and conditions (Agreement) apply to the purchase of any and all products sold by Discount Ramps.Com, LLC (Seller). By ordering the product, you accept and are bound to the terms and conditions of this agreement.

Customer accepts these Terms and Conditions of Sale by making a purchase, placing an order either via telephone, fax, Internet or mail.

1. Documents. This agreement may not be altered, supplemented, or amended by the use of any other documents, unless agreed upon in writing and signed by both Seller and the customer.

2. Payment Terms: Payment terms are within Sellers., sole discretion, and unless otherwise agreed upon by Seller, payment must be made at the time of purchase.

3. Shipping. Shipping and handling charges are an additional charge unless otherwise specifically noted at the time of the sale. All shipping charges are non-refundable. We do not guarantee any shipping times; although we will do our best to get the product to

you as quickly as possible, sometimes factors occur beyond our control and may affect shipping times. Title to products passes from Seller to Customer on its shipment from Seller's facility.

4. Receiving your Goods. Please be sure to inspect your shipment promptly. Although freight damage is rare, it can occasionally happen. Any and all damage must be noted in writing on the freight bill/delivery receipt. It is the consumer's responsibility to make sure that no damage has occurred. Be sure to verify that you have the correct number of pieces. Upon receipt of your order you must notify Seller of any discrepancies within 72 hours from receipt of the shipment. Failure to do so will hold Seller harmless of any claims.

5. Damaged Merchandise. We carefully package your order, prior to shipping and although freight damage is rare, it can occasionally happen. If apparent/visual damage should occur, it must be noted within 72 hours, failure to do this will result in the carrier refusing to honor the claim. Failure to notify us of any documented damage or missing parts within the 72 hour time frame will be the customer's responsibility for any repairs and or replacement parts.

6. Return Policy. If you are unsatisfied with your purchase you may return the item(s) in original packaging for a refund within 30 days of the original purchase date. You will only be charged for shipping charges incurred. If you want to return an item, call 888-651-3431. All items returned must be in a salable condition.

7. Warranty. This limited warranty covers defects in materials and workmanship in your product for 1 year from the date of purchase. Seller's responsibility for malfunctions and defects is limited to repair and replacement only. All express and implied warranties for the product, including but not limited to any implied warranties and conditions of merchantability and fitness for a particular purpose, are limited in time to the term of the limited warranty period reflected on your packing slip or invoice. No warranties, whether express or implied, will apply after the limited warranty period has expired. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

8. Liabilities. We shall assume no liability arising from the use, misuse or improper operation of any products purchased from us. We shall not be responsible for any amount other than that of the original purchase price of the product in question. In no event shall the Seller be liable for special, incidental, consequential or punitive damages, including, without limitation, damage to other property caused by any defect in this product, inconvenience, loss of goodwill, lost profits or revenue, loss of use of this product, cost of substitute products or modifications, downtime costs other equipment costs or claims of any party dealing with purchaser for such damages, resulting from the use of this product, or any other legal theory. Our liability will be no more than the amount you paid for the product that is the subject of a claim. This is the maximum amount for which we are responsible.

9. Cancellations. Once your order has been processed we are unable to accept cancellations. If your order is on back order and has not been shipped you may contact us at 1-888-651-3431 and request cancellation, special restrictions may apply for special order items.

10. Governing Law. These terms and conditions of sale and any further sales will be governed by the laws of the state of Wisconsin, without regard to conflicts of laws rules. Venue for any action with respect to this contract or the products purchased shall be Washington County, Wisconsin.

11. Product Selection. We reserve the right to add, change or delete product selection at any time. All pricing is subject to change at any time, once an order has been processed, no price adjustments will be made.

12. Dispute Resolution/Arbitration. The parties will attempt to resolve any claim, or dispute or controversy (whether in contract, tort or otherwise) against Seller, its agents, employees, successors, assigns or affiliates arising out of or relating to this Agreement, Seller, or any related purchase (a Dispute) through face to face negotiation with persons fully authorized to resolve the Dispute or through mediation utilizing a mutually agreeable mediator, rather than through litigation. If the parties are unable to resolve the Dispute through negotiation or mediation within a reasonable time after written notice from one party to the other that a Dispute exists, the Dispute will be settled by binding arbitration in accordance with chapter 788 Wis. Stats. Arbitration. The arbitration hearing shall take place in Washington County, Wisconsin and will be governed by chapter 788 Wis. Stats. Arbitration. Each party will bear its own cost of any legal representation, discovery or research required to complete arbitration. The arbitrators shall render their award in writing and will include the findings of fact and conclusion of law upon which their award is based. Judgment upon the arbitration award may be entered by any court of competent jurisdiction. The existence or results of any negotiation, mediation or arbitration will be treated as confidential.

Discount Ramps.Com Order Form

(Please read Terms & Conditions before completing order form)

Fill out form online and print or print out form and fill out by hand.

Section A. Product Information

1. Part #	2. Description	3. Price	4. Shipping Cost
6. Estimate # <i>(if applicable)</i>	7. Sales Rep <i>(if applicable)</i>	5. Total (price + shipping) <small>Note: 5.6% Tax charged to Wisconsin Customers Only</small>	

Section B. Payment / Shipping Information

1. Payment Type	Certified/Cashiers Check	Money Order	Personal Check	Net 30 (pre-approved only)
Credit Card <small>(we accept: Visa, Master Card, American Express, and Discover Cards)</small>	<input style="width: 100%; height: 20px;" type="text"/>			Exp. Date: <input style="width: 100px;" type="text"/>
				CSC # security code (3 digit) <input style="width: 40px;" type="text"/>

Shipping Address	Last Name	First Name		Billing Address	Last Name	First Name			
	Street	(Check here if shipping address is same as billing address)			Street				
	Street				Street				
	City	State	Zip or Postal Code		Country (if not USA)	City	State	Zip or Postal Code	
	Phone (required for order confirmation)				Phone (required for order confirmation)				
	E-Mail (required for order tracking)				E-Mail (required for order tracking)				

Comments or Special Requests:

Send completed form and payment to:
Discount Ramps.Com LLC | 760 S. Indiana Ave. | West Bend, WI 53095
or fax to (262)-306-6733
For questions or comments please call our customer service line at 1-888-651-3431
Customers from Hawaii, Alaska, Puerto Rico, or Canada please call for a shipping quote.