

SALES POLICIES

Rhino Rails prices are subject to change without notice. Rhino Rails also reserves the right to alter product specifications, designs, and shipping weight without notice. Customer service is available to provide written quotations for all products upon request.

CREDIT POLICY

Standard payment terms are net 30 days from the date of shipment with approved credit. Terms for specially designed products and orders over \$10,000 are 1/3 non-refundable payment with the order and the remainder at Net 30 days from invoice date. New customers must use a valid credit card or prepay their first order before shipment unless otherwise approved.

Rhino Rails will not release orders to customers with outstanding balances over 60 days from the invoice date. Rhino Rails reserves the right to charge a 1.5% per month on outstanding balances over 30 days from the invoice date.

SHIPPING POLICY

All products are shipped FOB Factory: Milwaukee, WI. Freight charges will be billed as specified on the purchase order. Parts weighing 70 lbs. or less will ship via UPS Ground, prepaid & add, unless otherwise requested. Parts orders greater than 70 lbs. will be shipped common carrier. Published shipping weights may fluctuate due to options and/or packing material.

Rhino Rails reserves the right to add a handling charge to all parts orders. Rhino Rails is not responsible for loss or damage in transit. The receiver (consignee) is responsible for inspecting for damage and filing claims against the carrier. Rhino Rails will assist the consignee whenever possible in filing freight claims.

ORDER CHANGE POLICY

If a purchase order for an unshipped standard or a modified product is changed within seven calendar days after the receipt of the purchase order, there will be no charge. However, if a change is required for an unshipped unit from the eighth calendar day following the receipt of the purchase order, a surcharge will be assessed.

If the material unique to the purchase order has been purchased or manufactured, regardless of the time frame, and a change is required that eliminates the need for the purchased or manufactured material, the cost of the material, as well as a surcharge, will be added to the purchase order.

All cancellations of purchase orders may be subject to a cancellation fee based on the production stage. If a cancellation is received on the day of shipment, the Rhino Rails restocking fee will apply. Cancellation of customer-engineered products will result in forfeiture of deposit plus any additional applicable fees.

RESTOCKING POLICY

The goal of Rhino Rails is for the customer to be satisfied with their order. Except for custom-ordered items, merchandise may be returned but is subject to a minimum 20% restocking fee. Before returning any products, please review the Return Goods Authorization Procedures and contact the customer service staff at Rhino Rails for instructions.

RETURN GOODS AUTHORIZATION

Rhino Rails provides the Return Goods Authorization (RGA) Policy as a courtesy to our customers if they do not receive what they desire. If a customer wishes to return a Rhino Rails product, please contact our customer service staff at Rhino Rails and request an RGA number. This request must be made on or before the fifteenth calendar day following the date of the Rhino Rails invoice for the merchandise.

The RGA number must appear on the outside of any packaging material for a return to be accepted and processed by Rhino Rails.

Customers shipping returns from the Continental US, Canada, or Mexico must ensure that the returned product arrives within fourteen days of RGA issue for the goods to be accepted at Rhino Rails.

Rhino Rails warrants all of its Rhino Rails brand products against defects in welded structural frames from faulty material and workmanship for a period of 1 year from the date of invoice.

All other components have a limited warranty against defects in faulty material and workmanship for one year from the invoice date. Please note that Rhino Rails authorization is required for all warranty work.

There are no implied warranties of any kind. More specifically, there are no warranties of merchantability or fitness for any particular purpose. The sole warranty of Rhino Rails shall be as outlined in this limited warranty.

Rhino Rails will elect to repair or replace a defective component without charge if any components should become defective within the limited warranty period. Proof of purchase is required for warranty. The charge for shipping the defective component is the buyer's responsibility, and an RGA number must accompany the shipment.

The shipping charge to return the component to the buyer is the responsibility of Rhino Rails. This limited warranty does not cover labor expenses for the removal or reinstallation of components.

This limited warranty shall not cover, among other things, damages resulting from foreign matter or water or failure to provide reasonable and necessary maintenance. The limited warranty is invalid for damage resulting from negligence, accident, unreasonable use, abuse or misuse, exceeding rating plate capacities, or altering the product without Rhino Rails written authorization.

Rhino Rails makes no representation that this product complies with local, state, or federal safety/product standards or codes. Should this product fail to comply with those codes, it shall not be considered a defect of materials or workmanship. Rhino Rails shall not be held liable for any damages resulting from noncompliance. It is the customer's responsibility to exercise this limited warranty.

This limited warranty is provided to the original purchaser (defined as the original end-user) and is not transferable.

This constitutes the complete and final statement involving Rhino Rails and the company's limited warranty obligations for Rhino Rails brand products.

WARRANTY POLICY