



Selection, Quality, Service

TERMS AND CONDITIONS

Return Terms

ESF takes every step possible to ensure your orders arrives in the best condition possible. All shipments should be inspected upon delivery, and any claim should be made within 48 hours of receipt of merchandise. Items that are not damaged are subject to a 25% restocking fee and Return Authorization (RA) must be obtained from ESF no later than 48 hours after receipt of merchandise. Shipping charges are non-refundable. Buyer is responsible for repackaging and return transportation. Returned items must be shipped back to ESF in its original packaging, with no signs of use, wear or damage. Upon receipt, ESF will inspect the package for any damage and reserves the right to partially or wholly accept or deny returned merchandise.

Delivery Terms

At time of delivery, buyers are responsible for the following delivery conditions:

The driver will require the buyer or his/her authorized agent to sign a physical inspection report and/or delivery receipt. It is critical that the buyer or his authorized agent notes (in his/her own words) on delivery receipt any damage to the box before they inspect the product and accept shipment.

If the box shows ANY SIGNS of carrier mishandling: hole(s), crushed corners, dents, worn tops, bottoms or edges, scraping, dirt etc., the buyer/agent must note the exact description of each carton on the physical inspection report and/or delivery receipt.

Once buyer/agent notes the condition of the box(s), they should inspect the product.

If upon further inspection the buyer/agent notices major or unacceptable levels of damage to the product, they can then sign the delivery receipt and/or physical inspection report "REFUSED DAMAGE", and give a detailed description of damage uncovered.

Buyer must then call ESF customer service (718-442-7400) within 24 hours to make us aware of the situation.

In the event that a suitable replacement is not available, a refund (including shipping) will be issued in the form of the original payment method or a company check.

Concealed Damage

It is the buyer's full responsibility to thoroughly inspect an item before signing and accepting delivery. If damage is discovered after signing for delivery without any notation, ESF will not be responsible for any replacement or return.

Replacement Orders

Transportation for replacement orders are the sole responsibility of the buyer. ESF will not ship a replacement unit on our account, but will provide the item to the buyer at no cost to arrange their own transportation (excludes "pick up" orders or "concealed" damage orders).

Defective Items

If a defect is discovered and confirmed, ESF will replace the defective part at no cost to the buyer. In the event that a suitable replacement is not available, a return will be authorized, and after return is completed, a refund will be issued in the form of the original payment method or a company check.

Force Majeure

All orders are subject to strikes, labor problems, lockouts contingencies of transportation, failure of usual source of supply of fuel, materials or labor, accidents, products delay or any other difficulties; ESF Trading will be relieved from responsibility for delay or failure of delivery arising out of any such causes.

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New Accounts

Prepayment is required for all new accounts. Please allow up to ten (10) business days for the company check(s) to clear before shipment(s) is made.

First 5 orders must be paid in cash, certified check(s), cashier's check(s), money order(s) or wire transfers. Thereafter company checks may be accepted upon approval of our credit and verification department. Your company name and address must appear on your company check and this information should match with records on resale certificate. Temporary, personal and postdated checks are not acceptable. We will charge a \$30 fee for each time a check returns unpaid from the bank. We reserve the right to refuse to accept your company checks after 2 such instances.

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