

Physical/Shipping Address

Alto Technologies Corporation
86 Leominster Road / PO Box 399
Sterling, MA 01564
Phone: (978) 466-5992
Fax: (978) 466-5996

Cage Code 4MSE6

Federal Tax ID 04-3416384

1. **Payment with Approved Credit.** Except as expressly agreed to by Seller by a separate agreement, all payments shall be made by Buyer to Seller within thirty (30) days of the date of the invoice and shall be in U.S. dollars. Unpaid balances after the due date may be subject to an interest charge of 2% per month. Clients with past due accounts may be placed on COD and may lose their "approved credit" status.

2. **Payment without Approved Credit.** For first time customers or customers without established credit, all order(s) are COD or full payment in advance until credit is established. The payment must be received by Seller prior to shipment.

3. **Delivery.**

- **Shipment Policy.** All goods shall be shipped F.O.B. Leominster, MA by commercial carrier, or if requested by Buyer, an alternate method, all at Buyer's expense. Title and all risk of loss shall pass to Buyer on delivery to said carrier subject to Buyer's obligation to pay for the goods in accordance with the agreed price.
- **Shipment damage, errors or shortages.** Seller is not responsible for damage caused in transit. It is the responsibility of the recipient to file damage claims directly with the freight company. If errors or shortages are detected in any shipment, Alto must be notified of the discrepancy within three (3) working days from date of receipt.
- **Delivery Date.** Deliveries will be specified via purchase order and mutually agreed upon.

4. **Warranty.** This Limited Warranty applies to all products that Alto Technologies Corporation determines to be defective. Alto will, at its sole discretion, repair or replace the equipment free of charge at our factory.

New Products

Loudspeakers and Loudspeaker Enclosures are warranted against defects in material and workmanship for a period of 10 years.

Amplifiers and other electronics are warranted against defects in material and workmanship for a period of 5 years.

Cadence Switch System components are warranted against defects in material and workmanship for a period of 3 years. Integrated 3rd party components will have the manufacturer's warranty applied.

The warranty period for all products starts on the date the product is first installed or 90 days after the factory ship date of the product, whichever occurs first.

Extended warranties may be available on a case by case basis. Please contact Alto for availability.

Repaired Products

Products repaired, replaced, and/or modified by Alto are warranted against defects in material and workmanship for a period of 90 days or, if the product is still under its original warranty period, for the remainder of the original New Products warranty.

5. **Returning Product.** To properly process a warranty event, contact Alto to obtain instructions for return and obtain a RMA (Return Material Authorization). All transportation charges for returning a product are the responsibility of the purchaser. Transportation charges for returning the exchanged or repaired product back to the purchaser will be covered by Alto unless the purchaser requests a specific method of shipment. The risk of loss or damage to the product during shipment is assumed by the party paying for the transportation costs.

6. **Exceptions and Disclaimers.** Alto shall not be liable for incidental or consequential damages. This warranty does not cover any damages or defects that have resulted from improper handling, improper storage, alterations, improper maintenance, improper installation, or from unreasonable use as determined by us. This warranty is void if there is any attempt to disassemble the product without factory authorization. Alto expressly disclaims any warranty of merchantability and fitness for the particular purposes for which the product is or may be used by the purchaser. Alto reserves the right to make changes, additions, or improvements to its products without retroactive obligation. Alto reserves the right to terminate the purchaser's warranty for non-payment of the product. Laws vary from state to state and you may have other rights than those listed above. Limitations and disclaimers are not made by Alto where prohibited by law.

7. **Cancellation.** Orders accepted by Seller may be subject to a 25% restocking charge at the time of cancellation since all orders are built to order.