

SHADOWSTONE Inc.
One Entin Road #2
Clifton NJ 07014
973/458-9550 Fax: 973/458-1550
www.shadowstone.com

COD REQUIREMENTS

All customers without open account privileges must meet the following requirements prior to release of products/equipment:

SALES ORDERS:

- Prepayment of sales order, plus any applicable taxes and shipping.
- For any non-stock/sub-sales items, payment must be received prior to SHADOWSTONE Inc. ordering any items for the order.

EQUIPMENT RENTAL ORDERS:

- Prepayment of rental order, plus any applicable taxes and shipping.
- Refundable security deposit equal to the amount of the insurance deductible for equipment coverage. (For customers with insurance)
- Refundable security deposit equal to the replacement value of the equipment being rented. (For customers without insurance)
- Any equipment returned late, damaged, or missing will result in additional charges. These charges will be deducted from the security deposit, and may cause a delay in refunds. In the event that the additional charges are greater than the security deposit, an insurance claim will be promptly submitted.

PAYMENT METHODS (For all order types):

- CHECK - Certified Check, Bank/Cashier's Check, or Traveler's Check Only. Corporate or Personal checks that are not certified will not be accepted.
- CREDIT CARD – Visa, MasterCard, or American Express Only.
- CASH

REFUND METHODS (For equipment rental orders)

- CASH or CERTIFIED CHECKS will be refunded in the form of a SHADOWSTONE Inc. Check within 20 days of equipment return.
- CREDIT CARD refunds will be issued as credits through the cardholder's account within 30 days of equipment return.