

Placing Orders

Orders can be submitted to AMCI via Email to sales@amci.com or by phone (for Credit Card orders).

AMCI schedules all orders to “Ship Complete” unless the purchase order specifies the request/authorization to “Ship Partial”. We are happy to ship any products that are readily available and back order the balance, but this must be authorized in writing on the purchase order.

Payment Options

1.) Credit Cards – we accept most major credit cards (must be issued through U.S. banks)

- VISA
- MasterCard
- American Express
- Discover

We must approve all credit card orders prior to shipment and Credit Cards are charged at the time of order. Orders totaling \$10,000 or more must be accompanied by a signed purchase order (P.O.). Our response times can sometimes depend on the credit card verification process. In order to meet the deadline for same-day shipping, all orders must be received by 1:30 EST. If for some reason there’s a problem, a member of our sales team will call or e-mail you to minimize delay. Credit card issues on orders placed late in the day may delay your order if we are unable to contact you.

2.) Advance Payment (Check or ACH Transfer)

We accept purchase orders from all customers willing to pay 100% Advance Payment of a Proforma Invoice via ACH Transfer (Wire Transfer) or by domestic check. (Checks can be mailed or sent via courier). Upon receipt of payment the order is released from hold and is free to ship based upon the products availability.

3.) Open Credit Account (Purchase Orders)

We accept purchase orders (P.O.) from Authorized Distributors with approved accounts. Our Open credit terms are Net 30 days from the date of Invoice (no discounts for early payments). We invoice on the day of shipment.

AMCI reserves the right to offer/reject NET 30 terms based upon the review and evaluation of an existing account. (Subject to submission of an AMCI Credit Application, Formal Review, and Approval.)

Shipping Terms

AMCI’s Standard method of shipment is UPS Prepaid & Charge. We do not have any Freight Allowed terms. UPS, Fed Ex, & DHL COLLECT shipments may be accepted as long as a valid Collect Account Number, Contact Name, and Phone Number are provided on the purchase order. We reserve the right to reject Collect methods if ongoing problems occur.

AMCI does not arrange Same-Day Deliveries. We are happy to have stock products packaged and available for pickup should the customer desire to arrange the courier pick-up from our location. The customer must make all arrangements and complete ALL documentation with the courier. AMCI will not provide any documentation to the courier. The package will simply be made available for the pick-up.

Same Day Shipping Deadlines

The same day shipping deadline for order processing is 1:30 PM Eastern Stand Time (EST).

All orders received after the specified deadline will be processed and shipped the following business day and/or when the product becomes available in the event an item is out of stock.

Product Warranty:

AMCI warrants that all manufactured products(s) will be free from defects, under normal use, in materials and workmanship for a period of 18 months from date of shipment to distributor/customer. Within this period, AMCI shall repair or replace, free of charge, any products covered by this warranty. Products repaired under warranty will be returned via UPS Ground at no cost. Other methods of return shipment will be charged to the customer.

Repaired products have an 18 month warranty on parts and work performed. Failures due to components other than those repaired will be subject to the original warranty.

AMCI does not exchange new product(s) for field-defective product(s). These product must be returned for evaluation and repair/replacement.

A product is deemed out-of-warranty when damaged by accident, misuse, neglect, alteration, and improper installation or testing. Out-of-warranty repairs are charged a fixed repair fee plus return shipping.

The provisions of the Standard Warranty are the sole obligations of AMCI and exclude all other warranties expressed or implied. In no event shall AMCI be liable for incidental or consequential damages or for delay in performance of this warranty.

Returns for Repair

All AMCI product repairs require an official Return Material Authorization (RMA) number.

All repairs (warranty & non-warranty) must be initiated by completing our RMA Form and a Purchase Order (P.O.) that authorizes the quoted Flat Rate repair charge for the material in question (or the \$150 evaluation fee in some circumstances). AMCI's evaluation fee covers the technical diagnosis of product(s) returned for repair.

The Product Repair Purchase Order should contain the following information:

- AMCI Product Part Number
- AMCI Product Serial Number
- Description of Problem
- Return Shipping Address
- Name and telephone number of person to contact for further information about the problem
- RMA# issued by the AMCI Sales Dept.

All material must be shipped on a **freight pre-paid** basis. All other shipments will be refused. For all warranty repairs, AMCI covers outbound freight charges for units shipping via **UPS GROUND only**.

Please note that AMCI products priced below \$400 are not eligible for repair; however, ALL products are eligible for evaluation within their respective warranty period, and possibly repair/replacement if the product is defective.

Warranty Repairs:

AMCI warrants that all manufactured products(s) will be free from defects, under normal use, in materials and workmanship for a period of 18 months from date of shipment to distributor/customer. Within this period, AMCI shall repair or replace, free of charge, any products covered by this warranty. Products repaired under warranty will be returned via UPS Ground at no cost. Other methods of return shipment will be charged to the customer.

The \$150 evaluation fee will be refunded for product repairs covered by the factory warranty. However, products returned to AMCI for repair with a "no problem found" diagnosis will be subject to the \$150 evaluation fee.

Non-Warranty Repairs:

All non-warranty repairs are subject to a flat fee based on 35% of the product's replacement cost, with the exception of products costing below \$500 which are individually quoted.

The \$150 evaluation fee for non-warranty repairs is non-refundable; however, AMCI will apply this expense towards the product's total repair cost.

IMPORTANT NOTE:

In the event that a unit is returned to AMCI, tests to all specifications, and no problems are found, a repair evaluation charge will apply that covers our technical review/diagnosis. This problem can almost always be avoided by contacting our 24-hour technical assistance. During the day you can obtain technical assistance by calling 860-585-1254 ext. 123, or for evenings and weekends please call 860-583-7271.

Rush Repair Service

The RUSH REPAIR service is offered for customers that need a unit repaired and sent back out within 24 hours of receipt at AMCI. Please note that a 24 hour turnaround time is not guaranteed due to unforeseen circumstances, however, every effort is made to repair the product in the quickest time possible. The RUSH REPAIR service follows the same procedure as a standard repair; however, the unit must be shipped to AMCI using a next day service. Additionally, AMCI must be authorized on the accompanying purchase order to ship the unit back to you via UPS RED. Even if the unit is a warranty repair you will still be responsible for the freight charges. (Aside from this requirement, there is no extra charge for the RUSH REPAIR service). This service was designed to aid those customers in down situations, where they do not have a spare unit on hand. Having a spare unit is always recommended however we understand it is not always viable.

Returns for Credit

All AMCI product returns require an official Return Material Authorization (RMA) number.

AMCI product returns must be made within four (4) months from the date of purchase. Returned product must be in original packaging, unused, undamaged and in saleable condition with the factory seal intact. Proof of purchase is required.

All AMCI product(s) returns require an official Return Material Authorization (RMA) number. The RMA # is only an acceptance of product to be returned for evaluation. A debit must not be taken for the returned product until the Credit Memo is issued by AMCI. When a Credit Memo is issued, that Credit Memo number must appear as the reference for the payment deduction.

AMCI's product return to stock policy is as follows:

- Built-to-order products are not eligible for return.
- Products must be returned to stock within 4 months of their original delivery date.
- Eligible products must be in their original box with the factory seal intact; damaged or used equipment will not be accepted for return.
- 15% restocking charge or \$50.00 minimum fee (whichever is greater) applies.
- Discounts do not apply to restocking charges.