

Placing Orders

Orders can be submitted to AMCI via Email to sales@amci.com.

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

2.) Advance Payment (100% Advance Payment by Wire Transfer)

International Customers are all required to pay 100% Advance Payment of a Proforma Invoice via Wire Transfer. Only after full receipt of the funds can orders be released from hold for shipment based upon the products availability. Note that in some countries, AMCI has Preferred Tier Distributors that we require all quotes and sales to go through. There is a \$25.00 U.S.D. Wire transfer Charge added to each order. (Subject to increase if we determine the charge does not cover the costs we are incurring for the bank fee)

3.) Open Credit Account (Purchase Orders)

We accept purchase orders (P.O.) from International Preferred Tier 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 the NET 30 terms based upon the review and evaluation of an existing account. (Subject to submission of an AMCI Credit Application, Formal Financial 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 shipments if ongoing problems persist. AMCI does not allow customer arranged courier pick-ups.

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(s) 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 & RMA Form 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 found to be 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 Economy 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.

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 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.