



Terms and Conditions of Sale

Payment Policy/Order Cancellations/Restocking Fees

Payment may be made using credit card (Visa, Mcard, or Amex), wire transfer, or by check for customers which have an open account. COD orders are not accepted. To obtain an open account, you must be approved by IBC for credit terms. IBC's terms for credit accounts is NET 30. Orders which are charged to a credit card must be shipped to the same address as the credit card bill is sent to, unless prior arrangements are made between the customer and IBC. Visa and Mcard is accepted for U.S. customers only. Outside of the U.S., only Amex is accepted.

If payment is not made within 30 days on open accounts, IBC may, in its' sole discretion, assess an interest charge of 1% per month on the unpaid balance. This charge will be billed as a seperate invoice. If interest charges are assessed and billed, all interest must be paid prior to ordering any additional product from IBC. IBC may, after it has made a reasonable attempt to collect delinquent funds, place an account for collections. If IBC has to send an account to collections, the customer agrees to pay all collections charges and any legal expenses associated with collecting the outstanding amount. A charge of \$20 will be assessed to the customer for any check which is returned because of insufficient funds.

Most of IBC's product is built-to-order. This means that if you cancel an order before it is shipped, it is possible that the order has already been built or is in the process of being built. If the order has not been started on, orders may be cancelled without charge to the customer. If the order has been started, a 30% cancellation charge will apply.

Once product has been shipped by IBC to the customer, the customer may return the product to IBC within 30 days. A restocking fee of 30% will be charged. Product must be unopened and unused. Non-standard product may not be returned for credit. This includes any special order product, all 701 convertors, and any product which has non-standard firmware loaded into it. If you are not sure if the product which you are purchasing may be non-returnable, ask us.

Warranty and Repair Policy

All IBC products are warranted to be free of manufacturing defects for a period of 1 year. During the 1 year period, if anything goes wrong with your product you can send it back to IBC for evaluation. If it is determined that the product is not functioning properly, due to a manufacturing defect, or part failure, the product will be repaired free of charge. This warranty does not cover misuse, abuse, chemical damage, electrical damage, voltage surges, damage from static electricity, or use of the product in a manner in which the product was not designed for.

If your product is not working or damaged and you need to send it back to IBC for evaluation, it is not necessary to obtain an RMA number. Simply send the product back and attach a short explanation of what is not working and instructions on what you want us to do if the product is not covered under warranty. If it is covered under warranty, we will either repair the product or give you a new product.

When product is sent to IBC for evaluation/repair, customer assumes all shipping charges to IBC. If the product is not covered under warranty and is repaired, customer assumes shipping charges from IBC. If the product is covered under warranty, IBC will ship the product back to the customer at no charge using standard UPS ground service (DHL or UPS service outside of the USA). If the customer wants a different type of shipping method, then customer will assume the freight charges.

Repair and Freight charges for all customers which do not have an active account with IBC must be paid either by credit card or prepaid. We do not accept COD's.

The minimum repair charge is \$50 per unit, although some repairs could be higher. It is always best to ask us for an estimate prior to starting repair work, or state a "maximum amount not to exceed" on your repair purchase order.

Shipping

Shipments can be made using DHL or UPS. Our shipping charges include shipping, handling, and insurance. Rates to any point in the continental US are:

DHL	\$20 plus \$1.50 per item	UPS RED	\$30 plus \$2.00 per item
UPS BLUE	\$30 plus \$1.00 per item	UPS GROUND	\$5 plus \$1.00 per item

For international rates please contact us. Shipping may also be charged to a customers' account. In this case, a \$5 handling/insurance fee is charged per package, but the shipping cost is billed to the customers' shipper number.