

# NOCO®

## TERMS AND CONDITIONS.

### ORDERS AND PRICING.

Pricing, model numbers, and specifications are subject to change without prior notification. All orders must be multiples of master pack quantity for each Product ordered. Please email orders to: [orders@no.co](mailto:orders@no.co).

Mininum Order Value (MOV)

**\$1,000.00 USD**

### SUPPORT.

If you need assistance with operating or troubleshooting our Products, please contact our Support Team via email at: [support@no.co](mailto:support@no.co).

### FREIGHT.

Below are the delivery terms for the United States, Canada, and the non-contiguous United States. The contiguous United States consists of the 48 adjacent states (including Washington, DC) on the continent of North America. It excludes the non-contiguous states of Alaska and Hawaii and all off-shore United States territories and possessions, including American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and the US Virgin Islands.

#### Shipment to Contiguous USA

All orders greater than \$2,000.00 USD will be shipped pre-paid freight with Incoterms of Prepaid, FOB Factory. Orders less than \$2,000.00 USD will be shipped with Incoterms of Freight Collect, FOB Factory.

#### Shipment to Canada / Non-Contiguous USA

All orders greater than \$2,000.00 USD shall be provided a five-percent (5%) shipping allowance. Orders less than \$2,000.00 USD will be shipped with Incoterms of Freight Collect, FOB Factory.

### PAYMENT.

All payment terms are subject to credit review. Credit terms are subject to change without prior notification. Payment terms are subject to change without prior notification.

Payment Terms

**N/A**

### SHIPPING.

Inspect all shipments for lost or damaged merchandise upon arrival. In the event of loss or damage, notify the freight agent immediately within 24-hours of receipt and request an inspection. NOCO is NOT responsible for loss or damage.

### RETURNS.

All returns MUST receive an RMA Number before returning merchandise. Mark the RMA number on all shipping papers and packaging to avoid delays. Any unauthorized returns or returns without the proper marking will not be accepted. A twenty-five percent (25%) restocking fee will apply to all returned merchandise. After thirty (30) days from the time of shipment, no product returns are permitted. Any merchandise must be returned in their new, unused, original and unopened packaging. All returns will be processed and credited within sixty (60) days from the date of arrival. It is the customer's responsibility to ship the returned Products at their sole cost. Any returns sent back freight collect will be rejected. To initiate a product return, please email: [support@no.co](mailto:support@no.co). Please include the product model(s), quantity, serial number(s) - if applicable - and the specific reason for the return.

### WARRANTY.

NOCO warrants that its Product(s) will be free from defects in material and workmanship [X] year(s) from the date of [shipment][purchase]. Each Product carries different warranty terms. Please review each Product's warranty term for warranty length. Some products may carry longer warranty periods. For defects reported during the Warranty Period, NOCO will, at its discretion, and subject to NOCO's technical support analysis, either repair or replace the defective goods free of charge or refund the purchase price of the defective goods. We will not pay service labor costs, costs to remove or install any defective, repaired or replaced Product, other materials or equipment used in conjunction with our Product or costs of shipping or transportation of any defective repaired or replaced Product. Replacement parts and products will be new or serviceably used, comparable in function and performance to the original part and warranted for the remainder of the original Warranty Period.

THE FOREGOING LIMITED WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES NOT EXPRESSLY SET FORTH HEREIN, WHETHER EXPRESS OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

NOCO'S LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO REPLACEMENT (IN THE FORM AND UNDER THE TERMS ORIGINALLY SHIPPED), OR TO REPAIR, WHETHER SUCH CLAIMS ARE FOR BREACH OF WARRANTY OR FOR NEGLIGENCE. NOCO SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, OR SPECIAL LOSSES, DAMAGES OR EXPENSES OF ANY KIND, INCLUDING, WITHOUT LIMITATION, ANY SUCH LOSSES, DAMAGES, OR EXPENSES ARISING DIRECTLY OR INDIRECTLY FROM THE SALE, HANDLING, OR USE OF THE PRODUCT FROM ANY OTHER CAUSE RELATING THERETO, OR FROM PERSONAL INJURY OR LOSS OF PROFIT.

Some states, provinces, and countries do NOT allow the exclusion or limitation of incidental or consequential damages or length of an implied warranty, so the above limitation(s) or exclusion(s) may NOT apply. This Limited Warranty gives you specific legal rights, and you may also have other legal rights, which vary by state, province, and country.

Return the defective goods with a written statement of the alleged defect to: NOCO, Attn: Warranty Department, 9802 North 91st Avenue, #122, Peoria AZ 85345.