



213.250.6069  
ar@opticarts.com  
[www.opticarts.com](http://www.opticarts.com)

## TERMS & CONDITIONS

### LIMITED PRODUCT WARRANTY

Optic Arts' products are warranted to be free of defect in material and workmanship for five (5) years from the date of shipment.

In the event that a product does have a defect, Optic Arts will repair or replace the item at no charge at Optic Arts' facility after written authorization via an RMA form has been granted. Please request an RMA form from [customerservice@opticarts.com](mailto:customerservice@opticarts.com) if needed.

Optic Arts' obligation is limited to repair or replacement and does not extend beyond the initial cost of the product. Any damages or labor costs arising out of a defect are expressly excluded.

Products that have been altered or improperly used will be considered outside the terms of this warranty. Only accessories (power supplies, drivers, channels, etc.) recommended by Optic Arts may be used in conjunction with our products. Using accessories not expressly recommended by Optic Arts will void the warranty.

### CLAIMS

Optic Arts cannot assume responsibility for damage occurred in transit. It is incumbent upon the receiver to inspect all packages thoroughly upon receipt to avoid forfeiture of freight claims. All freight claims must be submitted to [info@opticarts.com](mailto:info@opticarts.com) within 48 hours of receipt.

### RETURN POLICY

Optic Arts accepts returns within 30 days of any unused, un-installed equipment excluding shipping and handling charges. We are unable to accept returns on custom products, build-to-order, or modified products.

A restocking fee of 25% will be charged on all returns.

Returns will only be accepted with prior approval after an RMA form has been submitted and within 30 days of shipment. Please contact [customerservice@opticarts.com](mailto:customerservice@opticarts.com) for an RMA.

Return freight is the sole responsibility of the client.

### ORDER CANCELLATION

Order cancellations for unmodified, stock products must be submitted via email to [info@opticarts.com](mailto:info@opticarts.com) within 24 hours of the day the order was placed. Optic Arts cannot accept cancellations for custom or modified orders once the manufacturing process has begun.

### PRICING

Optic Arts strives to maintain consistent pricing throughout each quarter but reserves the right to change pricing without notice.

### PAYMENT TERMS

Clients wishing to establish terms may submit an application for credit and a copy of their resale certificate. Applications can be obtained by contacting [jason@opticarts.com](mailto:jason@opticarts.com). Approved terms are Net 30. Finance charges in the amount of 2% per month will be applied to all past due invoices.

Optic Arts also accepts Visa, MasterCard and American Express. All orders paid by credit card will be assessed a 3% processing fee.