



SEPT 2025

TERMS AND CONDITIONS

Shipping:

All goods are shipped F.O.B. factory. Deliveries are made via USPS PRIORITY, UPS or FedEx ground service, unless otherwise specified by customer. Customer must make any claims for damage in transit or missing boxes directly with the Shipping Company. Claims for packaging and/or ordering errors should be made directly to ETI within ten days of receipt of merchandise. Shipping surcharges will be applied to shipments to residential addresses. Insurance related to the value of shipped goods will be provided and billed to the customer upon their written request.

Customer Shipping Accounts:

ETI does not insure shipments via customer shipping account. Should items be damaged or lost in transit, the customer must make a claim directly to their carrier or insurance company. ETI is not responsible for any loss or damage. For shipments using a customer shipping account, these charges will be billed to the customer by their carrier directly and ETI assumes no liability for these costs whatsoever.

Returns:

Returned products must be shipped freight prepaid and will be returned freight prepaid. Please note any shipment sent to ETI collect, will be refused. An RGA number from ETI customer service is required for all returns.

Prices:

All prices shown are in US dollars and are subject to change with 30 days' notice.

Payment Terms:

Net 30 days unless otherwise stated.

Minimum Orders:

\$50.00 minimum order. If a customer order is below the minimum, ETI customer service will contact the customer for instructions.

ETI PRODUCTS LLC
PO Box 310
Placitas, New Mexico 87043
Call: 505 404 8481
Email: info@etiproducts.net