



# LIFE SUPPORT INTERNATIONAL, INC.

## TERMS & CONDITIONS

### GENERAL

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- Because of certain restrictions, Life Support International, Inc. (LSI) cannot offer all products to all customers.
- LSI Reserves the right to refuse sale of any product on our site if it falls under this criteria.
- Items are not available for retail sale.
- LSI does not accept Phone Orders. All RFQ's, Quotes & Orders must be submitted in writing.
- LSI's Minimum Order is \$500.00, Minimum order quantities may also apply.
- Payment Method is per Terms of Quotation.
- When not specified, Packaging per MIL-STD applies.
- LSI's products can be viewed online at [www.lifesupportintl.com](http://www.lifesupportintl.com)
- Availability is subject to change at any time; The Quoted lead time may change prior to placement of your PO.
- LSI will not ship until the Order has been completely filled\* (\*unless otherwise arranged)

*For more detailed Terms & Conditions, please see below.*

### DOMESTIC ORDERS

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LSI requires all orders be placed in writing.

For Domestic Purchase Orders by Fax or Email please include the following:

- Quotation Reference
- Full Name
- Exact Billing Address ( of Credit Card)
- Exact Shipping Address (if Different than Billing)
- Valid Contact Information (Valid phone, Fax & email)
- The Equipment you wish to order: You Must Specify Part Numbers / Stock Numbers, Descriptions, Quantities, Sizes & Colors (if required).
- Shipping Preferences: LSI can ship UPS (United Parcel Service, FedEx (Federal Express), USPS (U.S. Postal), Truck Freight, or Air freight.
- LSI reserves the right to ship best way (i.e., least expensive way possible)
- LSI can supply you with an estimated cost of shipping if you request.
- **CREDIT CARDS:** We accept VISA, MASTERCARD, and AMERICAN EXPRESS.
- Credit Card Transactions (Non USG) over \$2500.00 will be assessed a 1.5% Fee.
- **LSI has a \$500 Minimum Order Policy. Minimum Order Quantities may apply.**

### INTERNATIONAL ORDERS

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LSI requires all orders be placed in writing.

For International Purchase Orders by Fax or Email please include the following:

- Quotation Reference
- Full Name
- Exact Billing Address ( of Credit Card)
- Exact Shipping Address (if Different than Billing)
- Valid Contact Information (Valid phone, Fax & email)
- The Equipment you wish to order: You Must Specify Part Numbers / Stock Numbers, Descriptions, Quantities, Sizes & Colors (if required).
- Shipping Preferences: LSI can ship UPS (United Parcel Service, FedEx (Federal Express), USPS (U.S. Postal), Truck Freight, or Air freight.
- LSI reserves the right to ship best way (i.e., least expensive way possible)
- LSI can supply you with an estimated cost of shipping if you request.
- LSI Does Not Accept International Credit Cards.
- Please inquire for International Bank Transfer Information.
- Recipient is responsible for all duties & taxes that may apply.

### **BANK TRANSFER INFORMATION**

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- Payment must be made in US Dollars (USD)
- All Bank transfers must be paid by the applicant
- You may need to include \$25 for Bank Transfer Fees.
- Check drawn on any other bank than US cannot be accepted
- Please inquire for International Bank Transfer Information.

### **SHIPPING CHARGES**

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- Shipping / Freight charges apply to Orders when Quotes state FOB: Langhorne or FOB Factory.
- Shipping, handling and insurance charges depend upon the weight & volume of the box(es) being shipped, the value of the order and the final destination of the shipment.
- Due to restricted delivery areas, excessive weight or oversized packages that cannot be serviced by one carrier, we may be forced to substitute or use multiple carriers when necessary.
- We will use our best efforts to select the most economical method of shipment.
  - **DOMESTIC ORDERS:** UPS, FedEx are the preferred method of shipping
  - **INTL ORDERS:** International UPS, FedEx, and Airfreight are the preferred method(s) of shipping. Recipient is responsible for all duties & taxes that may apply.
  - **NEXT DAY AIR** is only available to physical addresses in the continental U.S. *This is not available for P.O. Box, APO/FPO or International addresses.* Items must be acknowledged as in stock for next day shipping to apply.
- We can only quote estimated shipping charges. We will not know the exact amount until the equipment is packed and weighed at the time of shipping.
- Third Party Billing: LSI is able to ship on a customer's UPS or FedEx account number if supplied.
- When you receive your shipment, please note the total amount shown on the invoice is the amount charged to your credit card.
- You are only charged for the items shipped, plus shipping & Handling.

- Unless otherwise arranged, you will not be invoiced for backordered items until the backorder is shipped.
- Additional shipping charges will be added for multiple shipments of backordered items.

## HAZMAT SHIPPING CHARGES

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- A Minimum \$35.00 HAZMAT Handling fee will be added to Normal Shipping charges.
- HAZMAT shipping charges cannot be refunded except in the case of defective items. If you do need to return a Hazardous Materials Items, please call LSI (+1-215-785-2870) as certain regulations apply.
- For Domestic Orders, dangerous goods that are 1.4G Hazardous class can only be shipped FedEx Priority Air or FedEx Ground.
- LSI Cannot ship HAZMAT Items to a PO Box. A valid physical street address must be supplied.
- For International Orders, authorization to Import and approval by carrier will be required prior to order acceptance.

**DANGEROUS GOODS: CO2 & LITHIUM BATTERIES**

**DANGEROUS GOODS: LIFE RAFTS**

**DANGEROUS GOODS: PYROTECHNICS / FLARES**

## DAMAGED OR MISSING ITEMS

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- All merchandise is triple checked before shipment, any discrepancy should be reported within 10 days of the receipt of the item.
- Items ordered together are not necessarily shipped or delivered on the same day. Wait a few days before contacting us if you are "Missing a Package"
- When a small item has been ordered and cannot be located, please very carefully check the packing material. Small items do have a tendency to be lost in packaging material
- For packages damaged during shipment or for missing items (except those on backorder), you cannot collect for breakage, damage or shortages unless you keep the original shipping container / paperwork.
- No matter what the shipping method, if any package shows signs of external damage, please do not accept it. Refuse it and insist the carrier tell you what procedure to follow.
- If any package shows signs of external damage NOTIFY US IMMEDIATELY.
- If there is concealed damage – NOTIFY US IMMEDIATELY (+1 (215) 785-2870) and we will tell you what procedure to follow.

## CANCELLATION & RETURN POLICY / RESTOCKING FEE

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- All returns must be authorized by Life Support International, Inc.
- Authorized unused equipment returns are accepted within 90 Days of the date of Purchase. However, no equipment may be returned to LSI without first contacting us. *If LSI allows the return of goods of any goods, it should be understood:*
  - **There will be a minimum restocking fee of 25%**
  - **Any line, fabric, or webbing that has been cut into length is subject to a restocking fee of 30%**
  - **Custom orders made to your specifications cannot be returned for exchange or credit.**
  - **Please include funds for shipping exchanged items.**

- After inspected for condition, Life Support International, Inc. reserves the right to either replace or repair the items, or refund your money.
- Our guarantee covers any defect in material or workmanship occurring under normal use within a reasonable amount of time. If we must return the equipment to the manufacturer for repair, and there is a charge, customers will be billed at cost for the charge.
- Smoke Signals cannot be returned.
- Shelf Life Items with more than 5% Shelf Life exhausted are not subject to return without prior approval.
- HAZMAT shipping charges cannot be refunded for returns or exchanges
- After 60 Days, we strongly recommend that any defective merchandise be returned directly to manufacture stating the date of purchase and source of supply. By doing so, time and expense will be saved.

**In the event that you need to return an item, please follow the following directions:**

- 1. Contact Life Support International prior to returning the item for RMA # & Procedure.**
- 2. All returned merchandise must be in original condition along with packaging (i.e., warranty info, instructions, box, etc.**
- 3. Include a copy of the packing slip**
- 4. A note with full explanation of the return must accompany any returned item**
- 5. Return package via post office (insured) to our mailing address.**

## **CONTRACT SALES**

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- Our contract sales department is dedicated to providing you with the best possible service. Due to our ISO quality policy, all contract sales, requests for quotes, and requests to set up a new account must be submitted in writing.

## **GOVERNMENT PURCHASE ORDERS**

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- LSI requests that all government sales and requests for quote to be submitted in writing.

**LSI Cage Code 0B2S0**  
**LSI Duns #17-505-6027**  
**GSA Schedule: GS-07F-0359U**

## **DISCLAIMERS & WARNINGS**

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As of January 2017, this web site, and its offerings supersede **ALL** previous editions.

Typographical or omission errors may occur in prices, descriptive copy, or photography. Life Support International reserves the right to correct these errors or withdraw the offer. Specifications, colors, legal restrictions, prices, and availability are subject to change at any time without notice. It may be necessary to substitute an item with a product of equal or better value that varies from our catalog description.

If we should run out of stock on an item, we'll back-order that item for you if the value is over \$25. Items less than \$25 will be cancelled. Should there be a lengthy delay in availability of an item, we will cancel and issue a refund (if due).

- Read and follow all operating instructions and all manufacturer specifications, instructions, advice and requirements for use of equipment.
- Use only manufacturer recommended compatible components.
- Examine and replace ANY defective, worn or deteriorated component part.
- Examine all gear and equipment, including all fittings, buckles, snaps, or other fasteners before each use of any product.
- Use only those products designed for its specified use.
- Do not exceed recommended or stated forces, speeds, or other factors regarding safe use of the equipment.
- Read and follow all warning labels, manuals, instructions, training or experience requirements and recommendations and all recognized use procedures.
- Check and calibrate all similar equipment before each use.
- Be extremely careful and cautious. Know and examine your equipment before each use. Review emergency procedures before each use.

**WARNING:**

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**ANY PERSON USING EQUIPMENT SOLD BY LIFE SUPPORT INTERNATIONAL, INC. IN ANY MANNER IS PERSONALLY RESPONSIBLE FOR LEARNING PROPER TECHNIQUES INVOLVED, AND ASSUMES ALL RISKS AND ACCEPTS FULL AND COMPLETE RESPONSIBILITY FOR ANY AND ALL DAMAGES, INCLUDING DEATH, WHICH MAY RESULT FROM THE USE OF ANY EQUIPMENT SOLD BY LIFE SUPPORT INTERNATIONAL, INC. TENSILE STRENGTHS MAY DECREASE DEPENDING UPON USE OR STORAGE CONDITIONS.**

**WARNING:**

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**FAILURE TO FOLLOW ALL WARNINGS, INSTRUCTIONS AND REQUIRED PROCEDURES MAY RESULT IN SERIOUS INJURY OR DEATH.**

**LIMITED WARRANTY**

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Life Support International (LSI) warrants to the original purchaser that products manufactured and/or sold by LSI will be free from defects in materials and workmanship. This expressed warranty and all implied warranties imposed by law are limited to one-year duration from the date of purchase. LSI will repair or replace any product returned under warranty if, in LSI's judgment the product has not been misused or altered. No further warranties exist or are implied by LSI due to the high risks involved in rescue services, which can be reduced only through the skill, training, and judgment of the individual participant. LSI shall not be liable for any and all consequential damages arising out of the breach of the expressed or implied warranties on sales by LSI products. This limited warranty in no way limits or alters other manufacturer's warranties on products that are sold or distributed by LSI. **\*NOTE\***: Some states do not allow limitation on how long an implied warranty lasts nor the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply.