

Terms of Purchase, Warranty, and Returns

Updated July 18, 2022

1. Pricing

- A. Unless otherwise stated, all quotes/invoices are valid for 30 days from date of quotation/invoice. AHead Simulations reserves the right to adjust prices due to change in manufacturing or change of supplier costs. Prices quoted in the quote/invoice are valid for the next 30 days of purchase.
- B. Prices received will not be advertised to other customers or potential customers. Prices reflected through quotations or invoices are for the customer in question only.

2. CARL Care Warranty Program

Included with a CARL purchase is a 2 year extended warranty on the CARL unit and a 6 month warranty on the CARL ears. Ear covers and hinges have a lifetime warranty.

- A. Any defect or damage that interferes with the function of CARL will be covered by AHead for 2 years from the purchase date
- B. Any defect or damage that interferes with the function of CARL ears will be covered by AHead for 6 months from the purchase date
- C. Accidental or cosmetic damage will be assessed on a case by case basis during these time periods
- D. Using this warranty to replace CARL/CARL parts/ears does not reset the warranty timeline
- E. If a product that is NOT subject to manufacturer defect is being returned or exchanged, it must take place within 14 days of shipment delivery date. Shipping costs must be covered by the buyer.

- F. Any NON-damaged returns or exchanges of product within the first 14 days of receiving the order, must but be unused and still in the original packaging.
 - a. Damages during shipment back to AHead will not be covered by AHead. It is the customers responsibility to ensure the simulator/parts are properly packaged and secure for shipment to AHead
- G. Any modifications or evidence of improper use will void this warranty agreement and not be covered for return or replacement
- H. After the warranty term claims will be assessed on a case by case basis
- I. Chromebook will be covered under the manufacturer warranty

3. Support

- a. Support of simulator issues and troubleshooting will occur during normal business hours (9am-5pm Monday – Friday EST).
- b. Any legacy products that are not continuing to be supplied by AHead are still supported by AHead, unless otherwise stated, and any incompatibilities should be communicated to AHead as soon as possible.

4. Terms of Use

- a. The simulator may not be directly modified without expressed consent from AHead.

5. Compatibility

- a. With a qualifying purchase of the simulator with software, the purchasing party will never lose access to the simulator if deciding not purchasing any future software upgrade. All functionality with the initial purchase will remain intact for the life-span of the product.
- b. Software is only compatible with the systems listed, and AHead cannot guarantee any additional compatibility at this time.

6. Purchase

- a. Credit card or bank transfer payments for AHead products are the preferred method of exchange, and can be found through www.aheadsimulations.com or through emailing your request to sales@aheadsimulations.com.
- b. Should a buyer pay for an order via check in the mail, a \$150 surcharge will be added to the invoice and a shipping label will be sent to the payment department sending the check to set up a DHL pick up of the check. By doing this, AHead is able to better track payment arrival and eliminate any issues coming from fluctuating exchange rates between the Canadian dollar and other currencies.
- c. If your institution prefers the use of purchase orders, the purchasing party will have 30 days from receiving the final invoice to make payment (NET30).
- d. For shipments outside of North America, payment is required before shipment of the goods.
- e. AHead Simulations products will leave the facility within 5-10 business days of ordering. If there are any delays longer than this timeframe due to larger order sizes or supply chain issues, this will be communicated upon order receipt.

AHead cannot guarantee that information found in the software/website is up-to-date and accurate. Please contact AHead directly for the latest updates.

AHead's products, website, original content, features, and functionality are owned by AHead and are protected by international copyright, trademark, patent, trade secret and other intellectual property or proprietary rights laws.