

General Supplies Inc.

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SALES AGREEMENT

Some of the items require professional knowledge and skills to handle or install. GSISTore is not responsible for any damage or injury resulted from mishandling of professional products. All HVACR equipment should be serviced/installed by certified professionals only. Please let us know if you have any concerns or questions. Liability in all events is limited to purchase price paid. Price and availability subject to change without notice, GSISTore will notify buyer with such order within one business day. We reserve the right to cancel any order and refund for any reason. Please order based on manufacturer part numbers, pictures are for general reference only and actual item may look different.

Some non-stock items will be shipped directly from factory and rarely if it has a higher shipping charge, we will notify those customers within one business day for approval. UPS and USPS do not deliver on weekends and holidays. Some orders can be shipped with further UPS discount or by USPS. Please email us if UPS shipping is too high and we can check if those options are available to your order.

Most stock items are shipped within 1 business day. Orders may drop ship directly by other distributors from different locations. Economy shipping takes 2-7 business days on average to deliver. Orders with economy shipping do not have any tracking number and insurance protection against loss or damage. Orders shipped by UPS will have the basic insurance provided by shipping carrier but it may not cover the full value of merchandise. Customers who want to purchase additional insurance please contact us before they place the order. Carrier may require signature of recipient to release package. All shipping damage claim must be filed by email within 24 hours of receiving the product. GSISTore is not responsible for any claim associated with the package once the package is picked up by shipping company, GSISTore will provide needed paperwork and assistance if available to file a claim against the shipping company. Please note some items are only exchangeable but not returnable for refunds for any reason per manufacturer's policy. Return items must meet the following conditions: 1) You have a Return Authorization (RA) number. Item without RA number will be refused and return to shipper. 2) Item has never been used or installed in its original package and in resellable as new condition. 3) Shipped insured by Fedex or UPS by buyer with RA number written on the outside box. 4) Received within 30 days of original purchase date. 20% restocking charge will be applied to all return items unless item is manufacturer defective. Some manufacturers may have higher restocking fee on certain items. Manufacturers may require contractor license and other information to process return claim. Each manufacturer has different rules both our company and our customers have to follow. Failure to follow manufacturer's return policy can result in deny of claim. Manufacturer has the final decision on approval of claim and it may take 30 days or longer. Customer is responsible for all shipping charges. No order will be allowed for return after 30 days of original purchase date.

All defective/warranty claims must be shipped back to manufacturer/factory to inspect/investigate. This process may take up to 8 weeks approx. and refund will be given after inspection. No credit for freight either Inbound or Outbound.

If third party service is offered including but not limited to extended warranty, protection insurance, discount points etc thru our website, these services are not provided by GSISTore directly therefore they will have their sales terms and conditions. GSISTore is not responsible for their services so please read their terms of services before proceeding with said service provider.

Order is not canceled until we have notified you by email and all canceled orders are subject to 5% credit card transaction fee if applicable. All shipped order cannot be canceled.

To the extent permitted by applicable law, the parties (GSISTore, General Supplies Inc., You the buyer) hereby waive any provision of law that would render any clause of this agreement invalid or otherwise unenforceable in any respect. In the event that a provision of this agreement is held to be invalid or otherwise unenforceable, such provision will be interpreted to fulfill its intended purpose to the maximum extent permitted by applicable law, and the remaining provisions of this agreement will continue in full force and effect.