



## *GSA Advanced Golf Simulators LLC*

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# Sales Agreement /Sales Terms and Conditions

All sales are subject to the following terms and conditions

These Sales Terms and Conditions (“Terms”) apply to your purchase of products and/or services and support (“Product”) sold directly by GSA Advanced Golf Simulators LLC (“GSA Golf”).

By placing your order for any GSA Golf supplied product – either supplied directly by GSA Golf or any of its suppliers - you accept and are bound to these Terms. If you have placed an order but do not wish to be subject to these Terms, you must promptly cancel your order before it is processed and shipped.

### **1. Payment Terms; Orders; Quotes; Interest**

All orders must be pre-paid. Prices not including sales tax and customs duties where applicable. Payment for the product(s) can be made by credit card, check, wire transfer or some other prearranged payment method. Your order is subject to cancellation by GSA Advanced Golf Simulators LLC, in GSA Advanced Golf Simulators LLC’s sole discretion. GSA Advanced Golf Simulators LLC is not responsible for pricing, typographical or other errors in any offer by GSA Advanced Golf Simulators LLC and reserves the right to cancel any orders arising from such errors.

### **2. Shipping Charges; Taxes; Title; Risk of Loss**

Shipping, handling and taxes are additional unless otherwise expressly indicated at the time of sale. Title to the products(s) shall remain vested in GSA Advanced Golf Simulators LLC and shall not pass to customer until the purchase price for the products(s) has been paid in full and received by GSA Advanced Golf Simulators LLC. Irrespective of title, risk including that of damage and loss of the product(s) shall pass to customer upon delivery to a carrier used by the customer, or on delivery to the customer if GSA Advanced Golf Simulators LLC appointed the carrier. Customer is responsible for sales tax and other taxes associated with the order, unless a valid and correct tax exemption certificate applicable to your purchase of product and the product ship to location is provided. Shipping and delivery dates are estimates.

### **3. Product Warranty**

All GSA Golf products come with a full 1 year warranty on the internal electronics for private - non commercial - customers.

Grass Fiber panels are excluded from any warranty unless found defect on delivery.

There are no warranties for commercial customers unless a commercial license is purchased.

Warranties are not transferable! They are only valid for the original purchaser. Warranties are thus void for any purchases of pre-owned or used GSA Golf products.

### **4. Return Policy & Refunds**

All GSA Advanced Golf Simulators LLC products and golf simulators are custom made and/or purchased to order and thus a no return and/or refund policy applies.

All purchases are non-returnable and non-refundable.

All sales are final and no refunds are granted under any circumstances

However, products can be exchanged for other GSA Golf Simulators within a 14 day period of the purchase date as long as the returned products are in an as-new condition and fully functional, and that the exchange golf simulator has a value no more than the value of the return products

### **5. Order cancellation**

As above, all GSA Advanced Golf Simulators LLC products are custom made and/or purchased to order and so we may have considerable costs with any order.

Thusly, order cancellations that require refunds (i.e. customer is not asking for an alternative GSA Golf product) are subject to a 20% fee plus 10% credit card fees for both credit and refunds.

Note that this offer is only valid if the ordered products placed by the customer have not already been made up and/or shipped and will only apply if the order cancellation is made within 7 days of the original order date.

### **6. Delivery / Lead times**

All GSA Advanced Golf Simulators LLC products are normally shipped within 10 days of payment of order.

However, component supplier delays or other issues beyond our control may cause this period to be extended to 60 days.

GSA Advanced Golf Simulators LLC make best effort to ship within the 10 day period but cannot be held responsible if the normal 10 day shipping period cannot be met.

Once the product order has been made ready to ship, the product is shipped FedEx ground or 2nd day air.

### **7. Product Disclaimer**

While GSA Golf makes every effort to ensure that their products (hardware and software) function flawlessly and as described on the web site, GSA Advanced Golf Simulators LLC cannot be held liable for any inaccuracies, faults or software bugs contained in any of its products or systems.

In the unlikely event of such faults, these faults or inaccuracies reported on any of its products or systems are dealt with and rectified as soon as possible.

Note that GSA Advanced Golf Simulators LLC cannot be held liable for USB camera systems not functioning correctly if they are installed on PC's either not supplied by GSA Advanced Golf Simulators LLC or authorized by GSA Golf.

## **8. Web Site Disclaimer**

All prices, availability, shipping dates and specifications subject to change.

All data and information correct and reliable to the best of our knowledge however GSA Advanced Golf Simulators LLC cannot be held liable for any inaccuracies.

Although GSA Advanced Golf Simulators LLC has attempted to provide accurate information on this Web site, information on this Web site may contain technical inaccuracies or typographical errors. The contents of any documents on this Web site are believed to be current and accurate as of their publication dates. GSA Advanced Golf Simulators LLC assumes no responsibility for the accuracy of the information including product pricing and availability. GSA Advanced Golf Simulators LLC may change the programs or products including pricing and availability mentioned at any time without notice.

For the most current and complete documents, please contact GSA Advanced Golf Simulators directly. Mention of non- GSA Advanced Golf Simulators LLC products or services is for information purposes only and constitutes neither an endorsement nor a recommendation.

GSA Advanced Golf Simulators LLC SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR REVENUES, COSTS OF REPLACEMENT GOODS, LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS WEB SITE OR ANY GSA Advanced Golf Simulators LLC -PRODUCT, OR DAMAGES RESULTING FROM USE OR RELIANCE ON THE INFORMATION PRESENT, EVEN IF GSA Advanced Golf Simulators LLC and HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## **9. Technical support**

GSA Advanced Golf Simulators LLC are obliged to give all technical and installation support via e-mail only.

Best effort is made to respond to any technical support queries within 24 hours of receipt of the customer's e-mail support query on any 5 working day

Phone or remote access support is only available as and when time allows.

## **10. Software Maintenance, updates and upgrade costs**

There are no maintenance, updates or upgrade costs with any GSA Advanced Golf Simulators LLC developed software (i.e. GSA Golf Control Panel)

All GSA Golf developed software updates are free of charge for life.

## **11. Sales terms revisions**

GSA Advanced Golf Simulators LLC may revise these Terms at any time without notice. By placing an order, you are agreeing to be bound by the then current version of these Terms and Conditions.

## **12. Acknowledgment**

I the undersigned, do hereby acknowledge that I have read, understood and agree to all the above terms and conditions of the GSA Advanced Golf Simulators LLC sales agreement.

